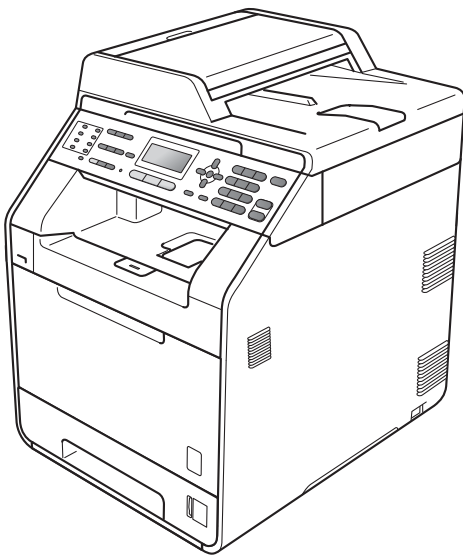


**brother**®

# BASIC USER'S GUIDE



**MFC-9460CDN**  
**MFC-9465CDN**

Not all models are available in all countries.

Version B  
ARL/ASA/NZ

## **If you need to call Customer Service**

**Please complete the following information for future reference:**

**Model Number: MFC-9460CDN and MFC-9465CDN  
(Circle your model number)**

**Serial Number: <sup>1</sup> \_\_\_\_\_**

**Date of Purchase: \_\_\_\_\_**

**Place of Purchase: \_\_\_\_\_**

**<sup>1</sup> The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

**Register your product on-line at**

**<http://www.brother.com/registration/>**

# User's Guides and where do I find it?

<b>Which manual?</b>	<b>What's in it?</b>	<b>Where is it?</b>
<b>Safety and Legal</b>	Please read the Safety Instructions before you set up your machine.	Printed / In the box
<b>Quick Setup Guide</b>	Read this Guide first. Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
<b>Basic User's Guide</b>	Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace consumables. See troubleshooting tips.	Printed / In the box
<b>Advanced User's Guide</b>	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Documentation CD-ROM / In the box
<b>Software User's Guide</b>	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM / In the box
<b>Network Glossary</b>	This Guide provides basic information about advanced network features of Brother machines along with general networking and common terms.	PDF file / Documentation CD-ROM / In the box
<b>Network User's Guide</b>	This Guide provides useful information of wired and wireless network settings and security settings using Brother machine. You can also find supported protocol information for your machine and the detailed troubleshooting tips.	PDF file / Documentation CD-ROM / In the box

# Table of Contents

## (BASIC USER'S GUIDE)

<b>1</b>	<b>General information</b>	<b>1</b>
	Using the documentation .....	1
	Symbols and conventions used in the documentation .....	1
	Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide.....	2
	Viewing Documentation .....	2
	Accessing Brother Support (Windows®) .....	4
	Accessing Brother Support (Macintosh) .....	4
	Control panel overview .....	6
	Data LED indications .....	9
	Volume settings .....	10
	Ring volume .....	10
	Beeper volume .....	10
	Speaker volume.....	10
<b>2</b>	<b>Loading paper</b>	<b>11</b>
	Loading paper and print media .....	11
	Loading paper in the standard paper tray.....	11
	Loading paper in the multi-purpose tray (MP tray) .....	13
	Unscannable area .....	18
	Unprintable area when printing from a computer .....	18
	Paper settings .....	19
	Paper Type .....	19
	Paper Size .....	19
	Tray Use in copy mode.....	20
	Tray Use in fax mode .....	20
	Tray Use in print mode .....	21
	Acceptable paper and other print media .....	22
	Type and size of paper .....	22
	Handling and using special paper .....	24
<b>3</b>	<b>Loading documents</b>	<b>27</b>
	How to load documents .....	27
	Using the automatic document feeder (ADF) .....	27
	Using the scanner glass .....	28
<b>4</b>	<b>Sending a fax</b>	<b>29</b>
	How to send a fax .....	29
	Faxing Letter size documents from the scanner glass .....	30
	Colour fax transmission .....	31
	Cancelling a fax in progress .....	31
	Transmission verification report.....	31

<b>5</b>	<b>Receiving a fax</b>	<b>33</b>
	Receive modes .....	33
	Choosing the receive mode .....	33
	Using receive modes .....	34
	Fax Only .....	34
	Fax/Tel.....	34
	Manual.....	34
	External TAD .....	34
	Receive Mode settings .....	35
	Ring Delay .....	35
	F/T Ring Time (Fax/Tel mode only).....	35
	Fax Detect .....	36
<b>6</b>	<b>Telephone and external devices</b>	<b>37</b>
	Telephone line services.....	37
	Do you have Voice Mail?.....	37
	Telephone Service for Australia.....	37
	Telstra® FaxStream® Duet® (Distinctive Ringing).....	37
	Telephone Service for New Zealand .....	39
	FaxAbility .....	39
	Telephone Service for Some Countries.....	41
	Distinctive Ringing (For Singapore and Hong Kong).....	41
	Connecting an external TAD .....	42
	Connections.....	43
	Recording an outgoing message (OGM).....	43
	Multi-line connections (PABX).....	43
	External and extension telephones.....	44
	Connecting an external or extension telephone .....	44
	Operation from external or extension telephones.....	44
	For Fax/Tel mode only.....	44
	Using a non-Brother cordless external handset .....	45
	Using Remote Codes .....	45
<b>7</b>	<b>Dialling and storing numbers</b>	<b>47</b>
	How to dial.....	47
	Manual dialling.....	47
	One Touch dialling.....	47
	Speed dialling .....	47
	Search .....	48
	Fax redial.....	48
	Storing numbers .....	49
	Storing a pause .....	49
	Storing One Touch Dial numbers .....	49
	Storing Speed Dial numbers.....	50
	Changing One Touch and Speed Dial numbers .....	50
	Deleting One Touch and Speed Dial numbers .....	51
	Tone or Pulse (not available in New Zealand).....	52

<b>8</b>	<b>Making copies</b>	<b>53</b>
	How to copy .....	53
	Stop copying .....	53
	Copy settings .....	53
<b>9</b>	<b>Printing data from a USB Flash memory drive or digital camera supporting mass storage</b>	<b>54</b>
	Creating a PRN or PostScript® 3™ file for direct printing .....	54
	Printing data directly from the USB Flash memory drive or digital camera supporting mass storage .....	55
<b>10</b>	<b>How to print from a computer</b>	<b>57</b>
	Printing a document .....	57
<b>11</b>	<b>How to scan to a computer</b>	<b>58</b>
	Scanning a document as PDF file using ControlCenter4 (Windows®) .....	58
	Changing the Scan key settings .....	61
	Before scanning .....	61
	Scan key settings .....	61
	Scanning using the Scan key .....	63
<b>A</b>	<b>Routine maintenance</b>	<b>64</b>
	Replacing the consumable items .....	64
	Replacing a Toner cartridge .....	68
	Replacing the drum unit .....	74
	Replacing the belt unit .....	81
	Replacing the waste toner box .....	86
	Cleaning and Checking the machine .....	93
	Cleaning the outside of the machine .....	93
	Cleaning the scanner glass .....	94
	Cleaning the laser scanner windows .....	95
	Cleaning the corona wires .....	99
	Cleaning the drum unit .....	103
	Cleaning the paper pick-up rollers .....	109
	Calibration .....	110
	Auto Registration .....	111
	Manual Registration .....	111
	Frequency (Colour Correction) .....	112
<b>B</b>	<b>Troubleshooting</b>	<b>113</b>
	Error and maintenance messages .....	113
	Transferring your faxes or Fax Journal report .....	120

Document Jams and Paper Jams.....	121
Document is jammed in the top of the ADF unit .....	121
Document is jammed under the document cover .....	121
Removing small documents jammed in the ADF .....	122
Document is jammed at the output tray .....	122
Paper is jammed in the MP tray .....	123
Paper is jammed in paper tray 1 or tray 2 .....	124
Paper is jammed at the back of the machine .....	125
Paper is jammed inside the machine.....	127
Paper is jammed underneath paper tray 1 .....	131
If you are having difficulty with your machine .....	134
Setting Dial Tone detection .....	142
Telephone line interference .....	142
Improving the print quality.....	143
Machine Information .....	150
Checking the Serial Number.....	150
Reset functions .....	150
How to reset the machine .....	151
<b>C Menu and features</b>	<b>152</b>
On-screen programming.....	152
How to access the menu mode .....	152
Menu table .....	153
Entering text .....	171
<b>D Specifications</b>	<b>173</b>
General.....	173
Document Size .....	175
Print media.....	176
Fax.....	178
Copy .....	179
Scanner .....	180
Printer.....	181
Interfaces.....	182
Direct Print feature.....	183
Computer requirements .....	184
Consumable items .....	186
Network (LAN) .....	187
<b>E Index</b>	<b>188</b>

# Table of Contents

## (ADVANCED USER'S GUIDE)

The Advanced User's Guide explains the following features and operations.

You can view the Advanced User's Guide on the Documentation CD-ROM.

### **1 General Setup**

---

*Memory storage*

*Automatic daylight savings time*

*Ecology features*

*LCD Contrast*

*Mode Timer*

### **2 Security features**

---

*Secure Function Lock 2.0*

*Setting Lock*

*Restricting dialling*

### **3 Sending a fax**

---

*Additional sending options*

*Additional sending operations*

*Polling overview*

### **4 Receiving a fax**

---

*Remote Fax Options (black & white only)*

*Additional receiving operations*

*Polling overview*

### **5 Dialling and storing numbers**

---

*Telephone line services*

*Additional dialling operations*

*Additional ways to store numbers*

### **6 Printing reports**

---

*Fax reports*

*Reports*

### **7 Making copies**

---

*Copy settings*

*Duplex (2-sided) copying*

### **A Routine maintenance**

---

*Cleaning and checking the machine*

*Replacing periodic maintenance parts*

*Packing and shipping the machine*

### **B Options**

---

*Optional paper tray (LT-300CL)*

*Memory board*

### **C Glossary**

---

### **D Index**

---



## Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

## Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

<b>Bold</b>	Bold style identifies keys on the machine control panel or computer screen.
<i>Italics</i>	Italicized style emphasizes an important point or refers you to a related topic.
Courier New	Courier New font identifies the messages shown on the LCD of the machine.

## WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

## CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

## IMPORTANT

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.



Electrical Hazard icons alert you to a possible electrical shock.



Hot Surface icons warn you not to touch machine parts that are hot.



Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

# Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features Fax, Copy, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide**, **Network Glossary** and **Network User's Guide** that are on the Documentation CD-ROM.

## Viewing Documentation

- 1 Turn on your computer. Insert the Documentation CD-ROM into your CD-ROM drive.

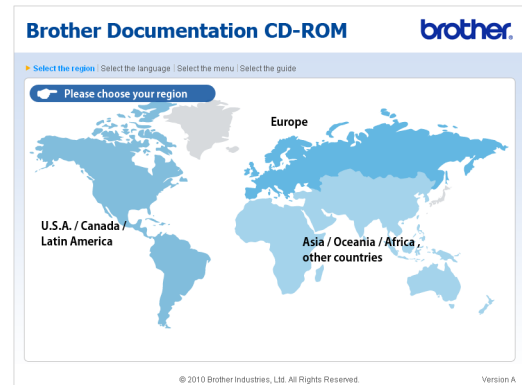


### Note

(Windows® users) If the screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **index.html**.

- 2 (Macintosh users) Double-click the Documentation CD-ROM icon, and then double-click **index.html**.

- 3 Click your country.



- 4 Point to your language, point to **View Guide**, and then click the guide you want to read.



**Note**

- (Windows® users only) Your web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only) <sup>1</sup> For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

<sup>1</sup> Microsoft® Internet Explorer® 6.0 or greater.

**How to find Scanning instructions**

There are several ways you can scan documents. You can find the instructions as follows:

**Software User's Guide**

- *Scanning*
- *ControlCenter*
- *Network Scanning*

**ScanSoft™ PaperPort™ 12SE with OCR How-to-Guides****(Windows®)**

- The complete ScanSoft™ PaperPort™ 12SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™ 12SE application.

**Presto! PageManager User's Guide****(Macintosh)****Note**

Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 4 for further instructions.

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

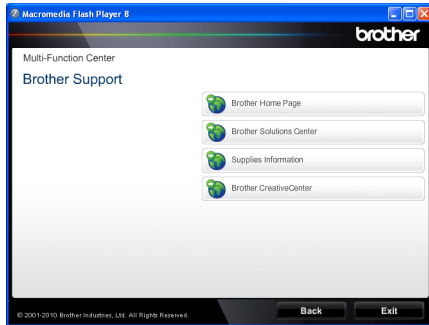
**How to find Network setup instructions**

Your machine can be connected to a wired network. You can find basic setup instructions in the *Quick Setup Guide*. For more information about network setup please see the *Network User's Guide* on the Documentation CD-ROM.

## Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

- Click **Brother Support** on the main menu. The following screen will appear:

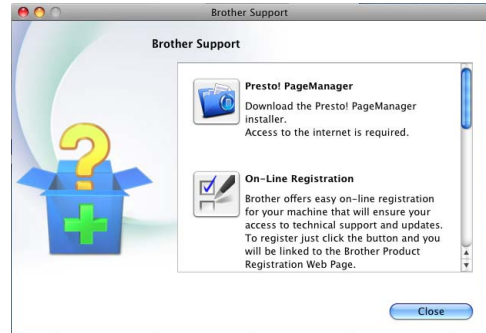


- To access our website (<http://www.brother.com/>), click **Brother Home Page**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the main page, click **Back** or if you have finished, click **Exit**.

## Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:

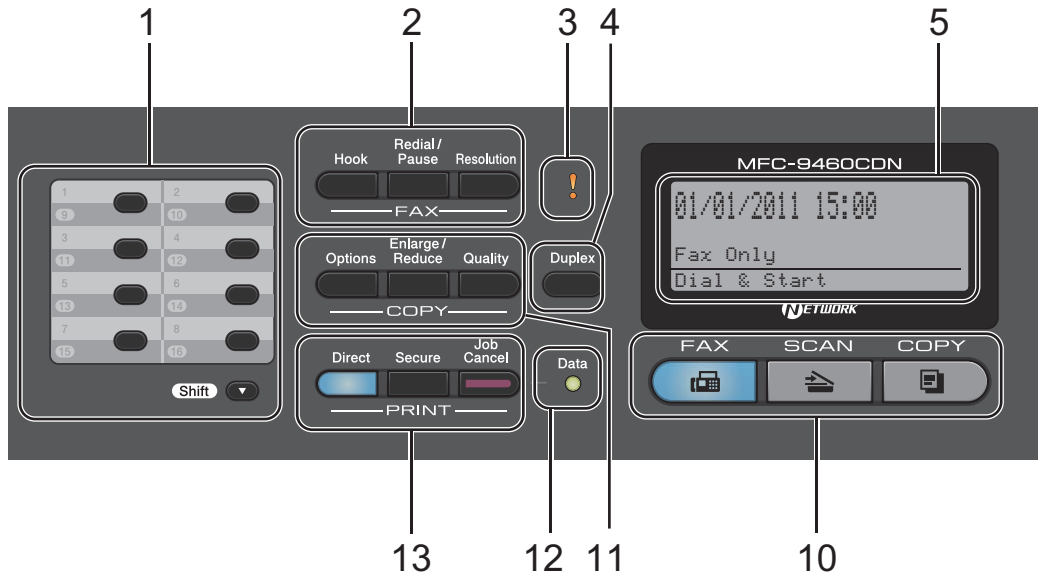


- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (<http://www.brother.com/registration/>), click **On-Line Registration**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.



# Control panel overview

**MFC-9460CDN** and **MFC-9465CDN** have the same keys. The illustration is based on the **MFC-9460CDN**.



## 1 One Touch keys

These 8 keys give you instant access to 16 previously stored numbers.

### Shift

Lets you access One Touch numbers 9 to 16 when held down.

## 2 Fax keys:

### Hook

Press before dialing if you want to make sure a fax machine will answer, and then press **Mono Start** or **Colour Start**. Also, press this key after you pick up the handset of an external telephone during the F/T ring (fast double-rings).

### Redial/Pause

Redials the last number called. It also inserts a pause when programming quick dial numbers or when dialling a number manually.

### Resolution

Sets the resolution when sending a fax.

## 3 Error LED

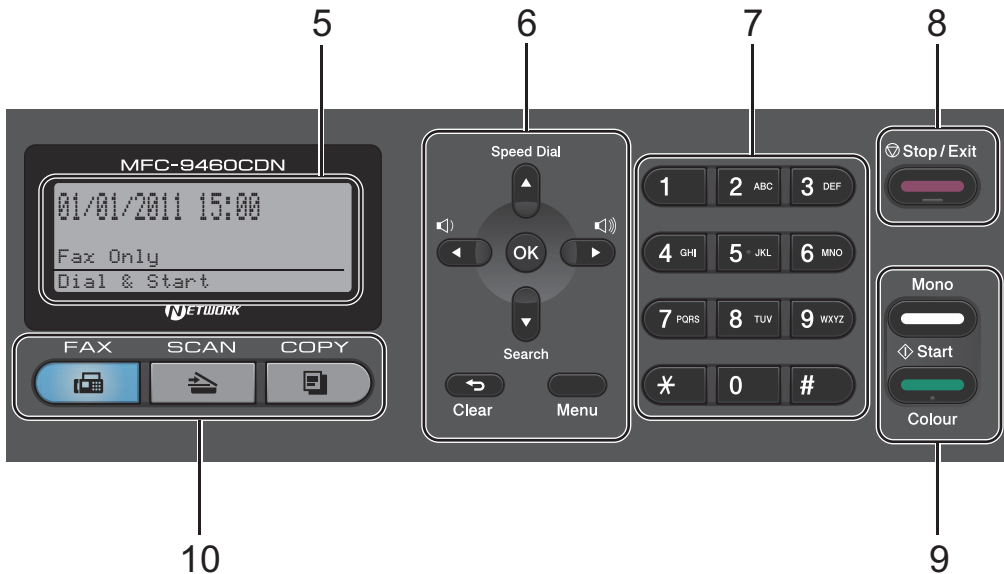
Blinks in orange when the LCD displays an error or an important status message.

## 4 Duplex

You can choose Duplex to copy on both sides of the paper. (MFC-9465CDN) Also, this key enables automatic 2-sided (Duplex) fax sending when the machine is in Fax mode.

## 5 LCD

Displays messages to help you set up and use your machine.



## 6 Clear

Deletes entered data or lets you cancel the current setting.

### Menu

Lets you access the Menu to program your settings in this machine.

### OK

Lets you store your settings in the machine.

### Volume keys:

◀ or ▶

Press to scroll backwards or forwards through menu selections. Press to change the volume when in fax or standby mode.

▲ or ▼

Press to scroll through the menus and options.

### Speed Dial

▲

Lets you access speed dial numbers directly.

### Search

▼

Lets you look up numbers that are stored in memory.

## 7 Dial pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

The # key temporarily switches the dialling mode from Pulse to Tone during a telephone call. (not available in New Zealand)

## 8 Stop/Exit

Stops an operation or exits from a menu.

## 9 Start:

### Colour

Lets you start sending faxes or making copies in full colour.

### Mono

Lets you start sending faxes or making copies in black & white.

## 10 Mode keys:

 **Fax**

Puts the machine in Fax mode.

 **Scan**

Puts the machine in Scan mode.

 **Copy**

Puts the machine in Copy mode.

## 11 Copy keys:

### Options

You can quickly and easily choose temporary settings for copying.

### Enlarge/Reduce

Reduces or enlarges copies.

### Quality

Lets you change the quality for the next copy.

## 12 Data LED

The LED will flash depending on the machine status.

## 13 PRINT keys:

### Direct

Lets you print data from a USB flash memory drive or a digital camera supporting mass storage directly to the machine.

(See *Printing data from a USB Flash memory drive or digital camera supporting mass storage* on page 54.)

### Secure

You can print data saved in the memory when you enter your four-digit password. (For details about using the Secure key, see the *Software User's Guide*.)

When using Secure Function Lock, you can switch restricted users by holding down **Shift** as you press **Secure**. (See *Secure Function Lock 2.0* in *Chapter 2* of the *Advanced User's Guide*.)

### Job Cancel



Cancels a programmed print job and clears it from the machine's memory. To cancel multiple print jobs, hold down this key until the LCD shows `Job Cancel (All)`.



## Data LED indications

The **Data** LED (light emitting diode) will flash depending on the machine's status.



LED	Machine Status	Description
○	Ready Mode	The machine is ready to print, in sleep mode, there is no print data, or the power switch is off.
 Green (blinking)	Receiving Data	The machine is either receiving data from the computer, processing data in memory, or printing data.
 Green	Data Remaining in Memory	Print data remains in the machine memory.

## Volume settings

### Ring volume

---

You can choose a range of ring volume levels, from *High* to *Off*.

While in Fax mode press **◀** or **▶** to adjust the volume level. The LCD will show the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the ring volume through the menu:

- 1 Press **Menu, 1, 3, 1**.
- 2 Press **▲** or **▼** to choose *Off, Low, Med* or *High*.  
Press **OK**.
- 3 Press **Stop/Exit**.

### Beeper volume

---

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax. You can choose a range of volume levels, from *High* to *Off*.

- 1 Press **Menu, 1, 3, 2**.
- 2 Press **▲** or **▼** to choose *Off, Low, Med* or *High*.  
Press **OK**.
- 3 Press **Stop/Exit**.

## Speaker volume

---

You can choose a range of speaker volume levels, from *High* to *Off*.

- 1 Press **Menu, 1, 3, 3**.
- 2 Press **▲** or **▼** to choose *Off, Low, Med* or *High*.  
Press **OK**.
- 3 Press **Stop/Exit**.

# 2

## Loading paper

### Loading paper and print media

The machine can feed paper from the standard paper tray, optional lower tray or multi-purpose tray.

When you put paper into the paper tray, note the following:

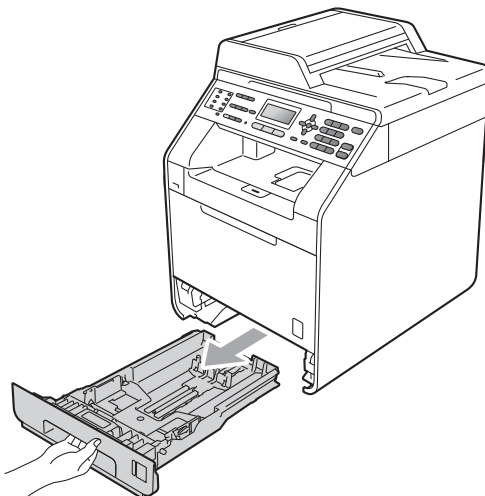
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by using the control panel buttons.

### Loading paper in the standard paper tray

You can load up to 250 sheets for Tray 1 and 500 sheets for Tray 2. Paper can be loaded up to the maximum paper mark (▼▼▼) on the sliding paper with guide. (For recommended paper to use, see *Paper capacity of the paper trays* on page 23.)

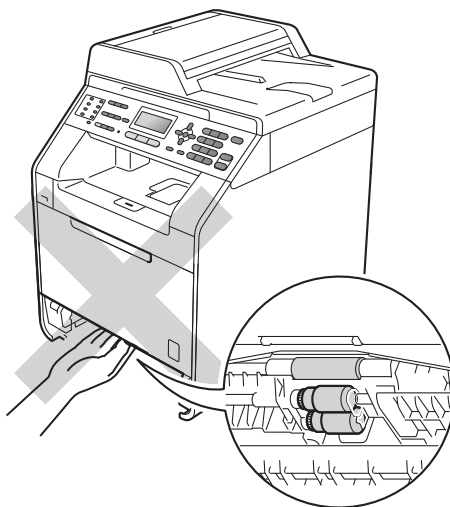
### Printing on plain paper, thin paper or recycled paper from the standard paper tray

- 1 Pull the paper tray completely out of the machine.

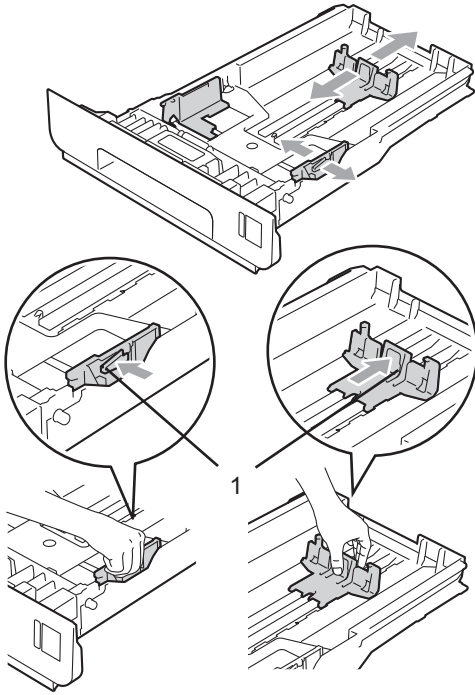


### **!** WARNING

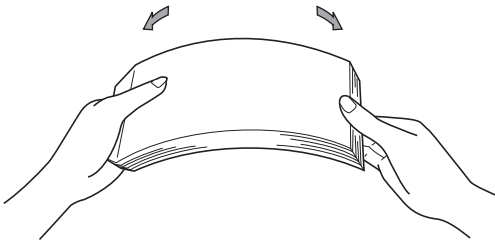
DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed.



- 2 While pressing the green paper-guide release lever (1), slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.

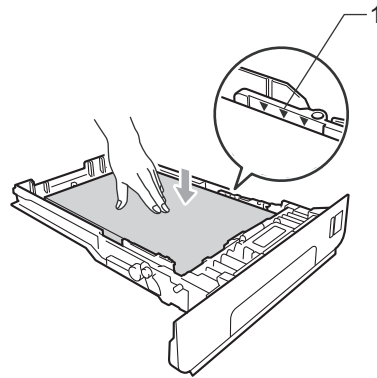


- 3 Fan the stack of paper well to avoid paper jams and misfeeds.



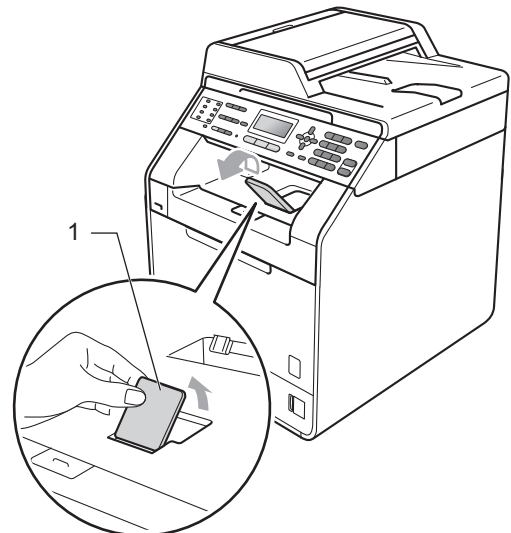
- 4 Put paper in the tray and make sure:

- The paper is below the maximum paper mark (▼▼▼) (1).
- Over filling the paper tray will cause paper jams.
- The side to be printed on must be *face down*.
- The paper guides touch the sides of the paper so it will feed properly.



- 5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.

- 6 Lift up the support flap (1) to prevent paper from sliding off the *face down* output tray or remove each page as soon as it comes out of the machine.

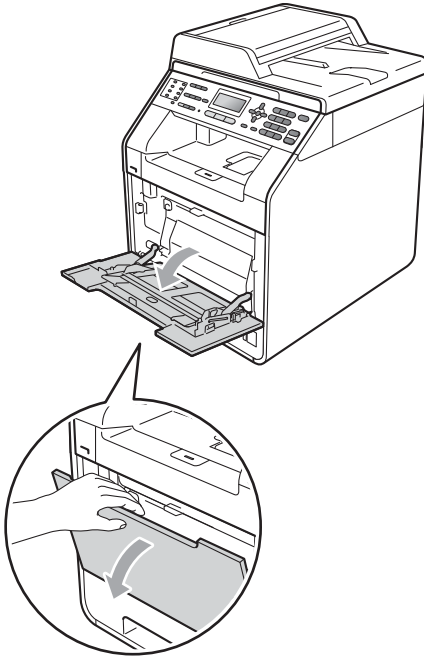


## Loading paper in the multi-purpose tray (MP tray)

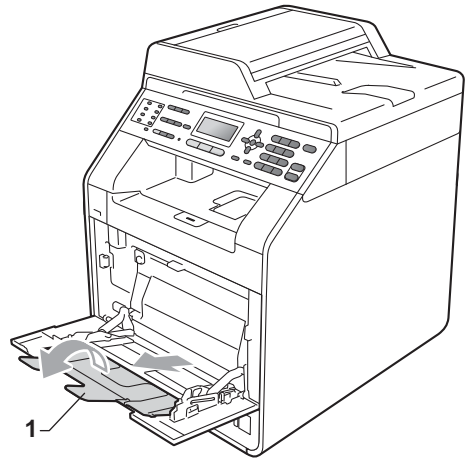
You can load up to 3 envelopes or special print media in the MP tray or up to 50 sheets of plain paper. Use this tray to print or copy on thick paper, bond paper, labels or envelopes. (For recommended paper to use, see *Paper capacity of the paper trays* on page 23.)

### Printing on plain paper, bond paper, labels or glossy paper from the MP tray

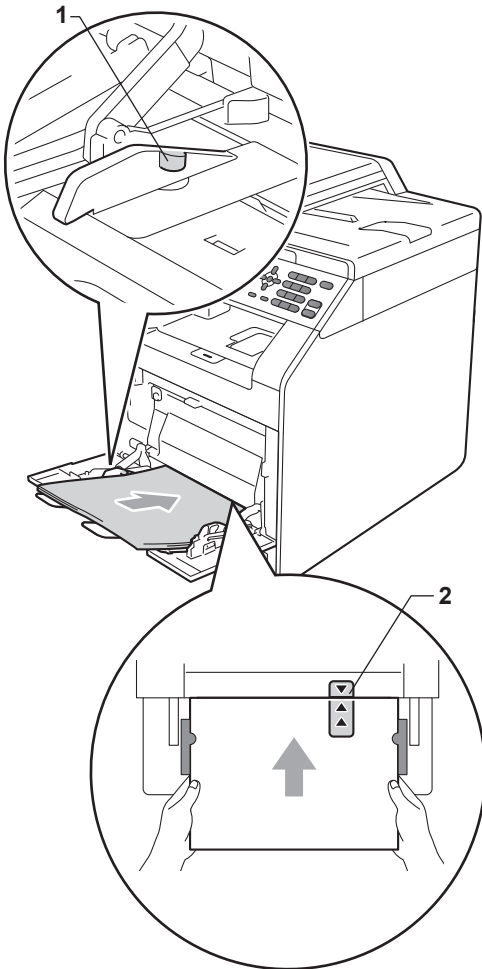
- 1 Open the MP tray and lower it gently.



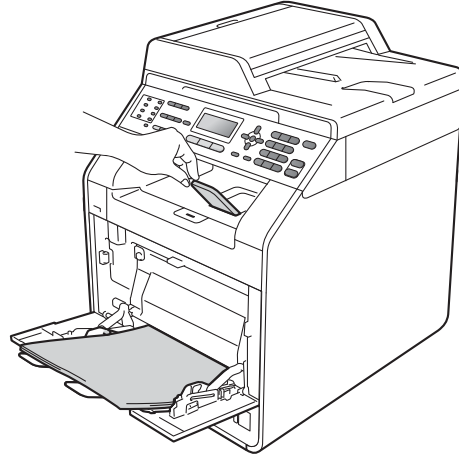
- 2 Pull out the MP tray support and unfold the flap (1).



- 3 Put paper in the MP tray and make sure:
- The paper stays under the maximum paper mark (1).
  - The top of paper edge is positioned between the arrows (2).
  - The side to be printed on must be *face up* with the leading edge (top of the paper) in first.



- 4 Lift up the support flap to prevent paper from sliding off the *face down* output tray, or remove each page as soon as it comes out of the machine.

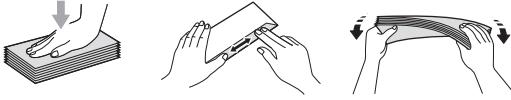


**Note**

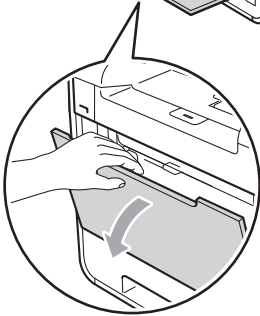
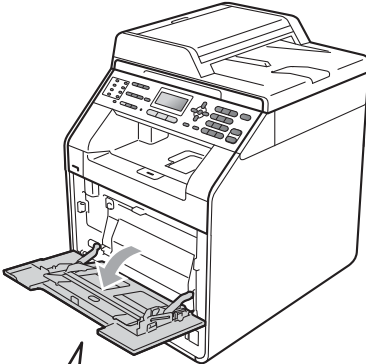
When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

## Printing on envelopes and thick paper from the MP tray

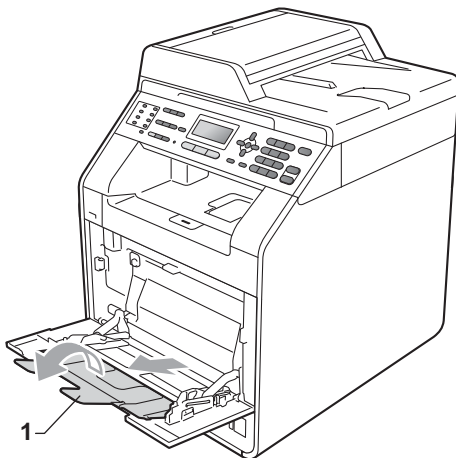
Before loading, press the corners and sides of the envelopes to make them as flat as possible.



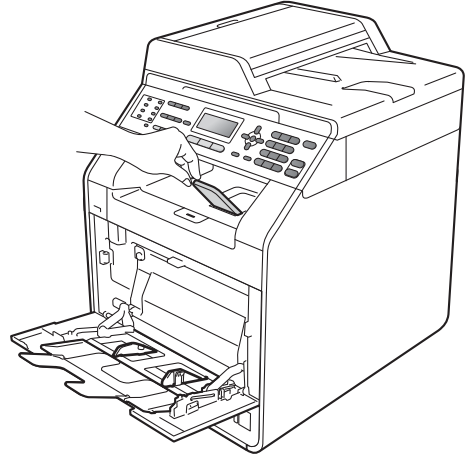
- 1 Open the MP tray and lower it gently.



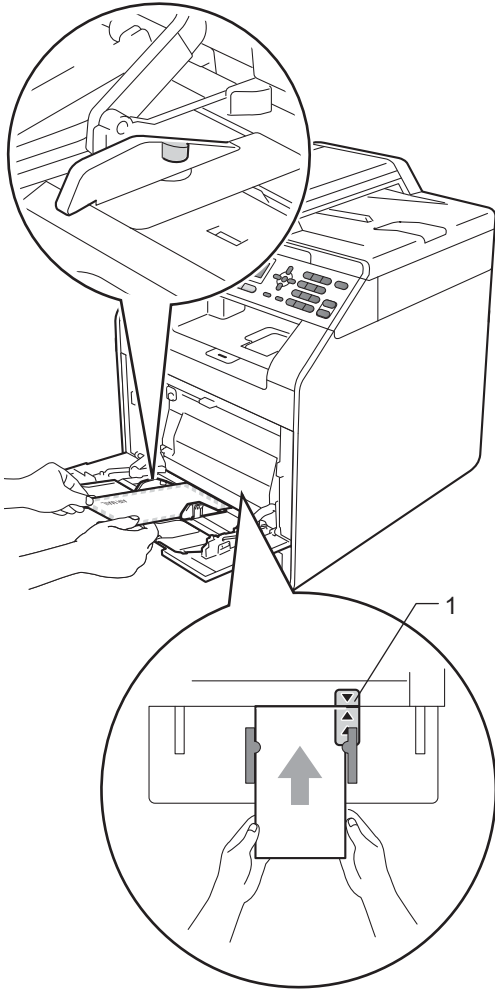
- 2 Pull out the MP tray support and unfold the flap (1).



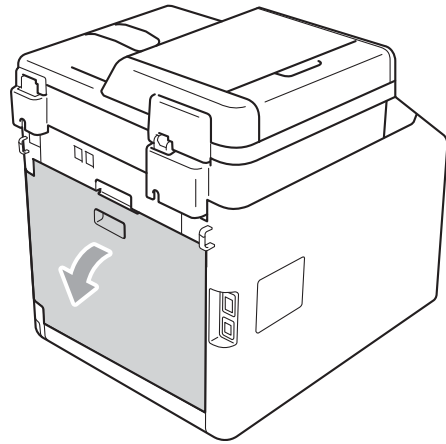
- 3 Lift up the support flap to prevent envelopes and thick sheets of paper from sliding off the *face down* output tray. If the support flap is closed you should remove each envelope as soon as it comes out of the machine.



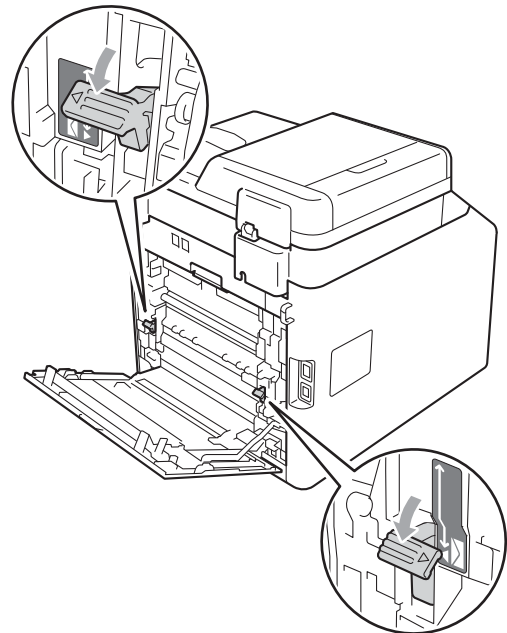
- 4 Put up to 3 envelopes or up to 25 sheets of thick paper (163 gsm) in the MP tray. If you add more envelopes or paper it may cause a jam. Make sure:
- The top of envelope edge is positioned between the arrows (1).
  - The side to be printed on must be *face up*.



- 5 Open the back cover (*Face up* output tray).



- 6 Pull down the two grey levers, one on the left-hand side and one on the right-hand side, to the envelope position as shown in the illustration below.



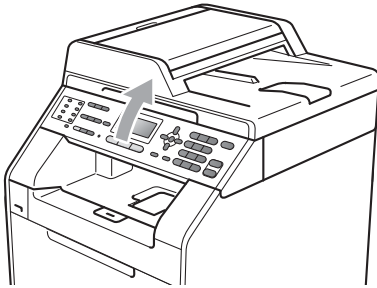
- 7 Close the back cover.
- 8 Send the print data to the machine.



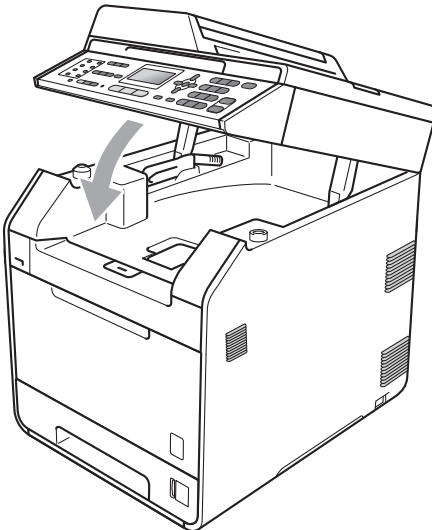
- 9 When you have finished printing, open the back cover and reset the two grey levers which were pulled down in step 6 back to their original positions.

**Note**

- Remove each printed envelope immediately to prevent a paper jam.
- If your thick paper curls during printing, put only one sheet at a time in the MP tray and open the back cover (back output tray) to let the printed pages exit to the back output tray.
- To easily remove a small printout from the output tray, lift up the scanner by using both hands as shown in the illustration.

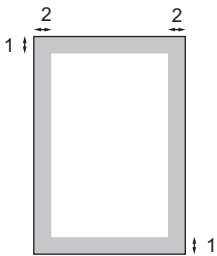


- You can still use the machine while the scanner is up. To close the scanner, push it down with both hands.



## Unscannable area

The scannable area depends on the settings in the application you are using. The figures below show unscannable areas.



Usage	Document Size	Top (1) Bottom (1)	Left (2) Right (2)
Fax	Letter	4 mm	3.95 mm
	A4	4 mm	1 mm
Copy	Letter	4 mm	3.96 mm
	A4	4 mm	2 mm



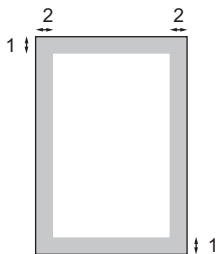
### Note

(For copies) This unscannable area shown above is for a single copy or a 1 in 1 copy using A4/Letter size paper. The area that cannot be printed on will vary by paper size.

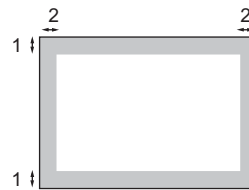
## Unprintable area when printing from a computer

When using the printer driver the printable area is smaller than the paper size. The figures below show unprintable areas.

### Portrait



### Landscape



	Windows® printer driver and Macintosh printer driver BRScript printer driver for Windows® and Macintosh
1	4.23 mm
2	4.23 mm



### Note

The area that cannot be printed on may vary depending on the paper size and the printer driver you are using. The unprintable area shown above is for A4 size paper.

# Paper settings

## Paper Type

Set up the machine for the type of paper you are using. This will give you the best print quality.

- 1 Do one of the following:
  - To set the paper type for the MP Tray press **Menu, 1, 2, 1, 1**.
  - To set the paper type for Tray#1 press **Menu, 1, 2, 1, 2**.
  - To set the paper type for Tray#2<sup>1</sup> press **Menu, 1, 2, 1, 3** if you installed the optional tray.

<sup>1</sup> Tray#2 appears only if the optional tray is installed.

- 2 Press **▲** or **▼** to choose **Thin, Plain, Thick, Thicker, Recycled Paper** or **Glossy Paper**. Press **OK**.

- 3 Press **Stop/Exit**.



### Note

You can choose **Glossy Paper** for MP Tray.

## Paper Size

You can use ten sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and four sizes for printing faxes: A4, Letter, Legal or Folio (8.5 in. × 13 in.).

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

- 1 Do one of the following:
  - To set the paper size for the MP Tray press **Menu, 1, 2, 2, 1**.
  - To set the paper size for Tray#1 press **Menu, 1, 2, 2, 2**.
  - To set the paper size for Tray#2<sup>1</sup> press **Menu, 1, 2, 2, 3** if you installed the optional tray.

<sup>1</sup> Tray#2 appears only if the optional tray is installed.

- 2 Press **▲** or **▼** to choose **A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6, Folio** or **Any**. Press **OK**.

- 3 Press **Stop/Exit**.



### Note

- The **Any** option appears only when you choose the MP tray.
- If you choose **Any** for the MP Tray Paper Size: You must choose **MP Only** for the Tray Use setting. You cannot use the **Any** Paper Size selection for the MP tray when making N in 1 copies. You must choose one of the other available Paper Size selections for the MP tray.
- A5 L and A6 size are not available for Tray#2.

## Tray Use in copy mode

You can change the priority tray that the machine will use for printing copies.

When you choose `Tray#1 Only`, `MP Only` or `Tray#2 Only`<sup>1</sup>, the machine pulls the paper only from that tray. If the selected tray is out of paper, `No Paper` will appear on the LCD. Insert the paper in the empty tray.

To change the tray setting follow the instructions below:

- 1 Press **Menu**, **1**, **5**, **1**.
- 2 Press **▲** or **▼** to choose `Tray#1 Only`, `Tray#2 Only`<sup>1</sup>, `MP Only`, `MP>T1>T2`<sup>1</sup> or `T1>T2`<sup>1</sup>>`MP`. Press **OK**.

<sup>1</sup> `Tray#2 Only` or `T2` appears only if the optional tray is installed.

- 3 Press **Stop/Exit**.

### Note

- When loading the documents in the ADF and `MP>T1>T2` or `T1>T2>MP` is selected, the machine looks for the tray with the most suitable paper and pulls paper from that tray. If no tray has suitable paper, the machine pulls paper from the higher priority tray.
- When using the scanner glass, your document is copied from the higher priority tray even if more suitable paper is in another paper tray.

## Tray Use in fax mode

You can change the default tray that the machine will use for printing received faxes.

When you choose `Tray#1 Only`, `MP Only` or `Tray#2 Only`<sup>1</sup>, the machine pulls the paper only from that tray. If the selected tray is out of paper, `No Paper` will appear on the LCD. Insert the paper in the empty tray.

When you choose `T1>T2`<sup>1</sup>>`MP`, the machine pulls paper from `Tray #1` until it is empty, then from `Tray #2`, and then from the `MP` tray.

When you choose `MP>T1>T2`<sup>1</sup>, the machine pulls paper from the `MP` tray until it is empty, then from `Tray #1`, and then from `Tray #2`.

### Note

- You can use four sizes of paper for printing faxes: `A4`, `Letter`, `Legal` or `Folio`. When a suitable size is not in any of the trays received faxes will be stored in the machine's memory and `Size mismatch` will appear on the LCD. (For details, see *Error and maintenance messages* on page 113.)
- If the tray is out of paper and received faxes are in the machine's memory, `No Paper` will appear on the LCD. Insert paper in the empty tray.

- 1 Press **Menu**, **1**, **5**, **2**.
- 2 Press **▲** or **▼** to choose `Tray#1 Only`, `Tray#2 Only`<sup>1</sup>, `MP Only`, `MP>T1>T2`<sup>1</sup> or `T1>T2`<sup>1</sup>>`MP`. Press **OK**.

<sup>1</sup> `Tray#2 Only` or `T2` appears only if the optional tray is installed.

- 3 Press **Stop/Exit**.

## Tray Use in print mode

---

You can change the default tray the machine will use for printing from your computer.

- 1 Press **Menu**, **1**, **5**, **3**.
- 2 Press **▲** or **▼** to choose Tray#1 Only, Tray#2 Only<sup>1</sup>, MP Only, MP>T1>T2<sup>1</sup> or T1>T2<sup>1</sup>>MP. Press **OK**.  
<sup>1</sup> Tray#2 Only or T2 appears only if the optional tray is installed.
- 3 Press **Stop/Exit**.

## Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, glossy paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

## Type and size of paper

The machine feeds paper from the installed standard paper tray, multi-purpose tray or optional lower tray.

**The name for the paper trays in the printer driver in this Guide are as follows:**

Tray and optional unit	Name
Standard paper tray	Tray 1
Multi-purpose tray	MP Tray
Optional lower tray	Tray 2

## Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	A4, Letter, Legal <sup>1</sup> , B5, Executive, A5, A5 (Long Edge), A6, B6, Folio <sup>2</sup>	Plain paper, Thin paper and Recycled paper	up to 250 [80 gsm]
Multi-purpose Tray (MP Tray)	Width: 69.8 to 216 mm Length: 116 to 406.4 mm	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels and Glossy paper.	50 sheets [80 gsm] 3 Envelopes 1 Glossy paper
Optional lower Tray (Tray 2)	A4, Letter, Legal, B5, Executive, A5, B6, Folio <sup>2</sup>	Plain paper, Thin paper and Recycled paper	up to 500 [80 gsm]

<sup>1</sup> Legal or Folio size paper are not available in some regions.

<sup>2</sup> Folio size is 215.9 mm × 330.2 mm.

## Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	75-90 gsm
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm <sup>3</sup> /100
Grain direction	Long grain
Volume resistivity	10e <sup>9</sup> -10e <sup>11</sup> ohm
Surface resistivity	10e <sup>9</sup> -10e <sup>12</sup> ohm-cm
Filler	CaCO <sub>3</sub> (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 75 to 90 gsm.
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

## Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process 392 degrees Fahrenheit (200 degrees centigrade).
- If you use bond paper, paper having a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.
- When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

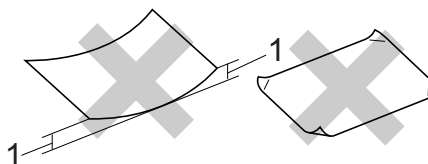
## Types of paper to avoid

### ! IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



**1 A curl of 2 mm or greater may cause jams to occur.**

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.



## Envelopes

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

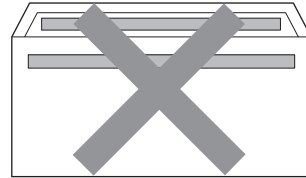
We recommend that you print a test envelope to make sure the print results are what you want.

### Types of envelopes to avoid

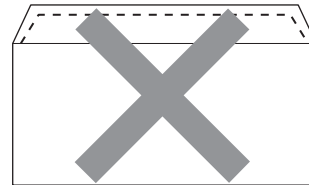
#### ! IMPORTANT

DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on surface as shown in figure below



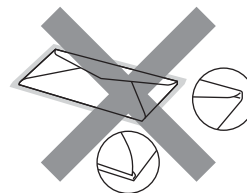
- with double flaps as shown in figure below



- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in figure below



- with each side folded as shown in figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

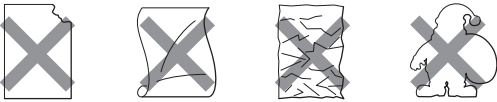
## Labels

The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

### Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



### ! IMPORTANT

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.

## How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

### Using the automatic document feeder (ADF)

The ADF can hold up to 35 pages and feeds each sheet individually. Use standard 80 gsm paper and always fan the pages before putting them in the ADF.

#### Document Sizes Supported

Length:	147.3 to 356.0 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 gsm

#### How to load documents

### ! IMPORTANT

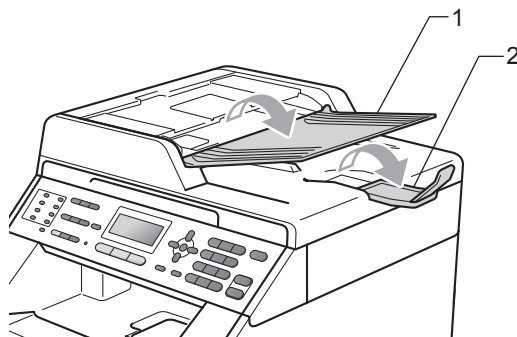
- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.



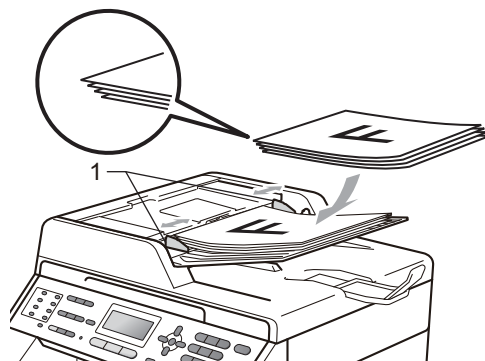
#### Note

- To scan documents that are not suitable for the ADF, see *Using the scanner glass* on page 28.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

- 1 Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



- 2 Fan the pages well.
- 3 Place your document *face up top edge first*, in the ADF until the LCD display message changes and you feel it touch the feed rollers.
- 4 Adjust the paper guides (1) to fit the width of your document.



## ! IMPORTANT

- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.
- To scan non-standard documents, see *Using the scanner glass* on page 28.

## Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book one page at a time.

### Document Sizes Supported

Length:	Up to 297.0 mm
Width:	Up to 215.9 mm
Weight:	Up to 2.0 kg

### How to load documents

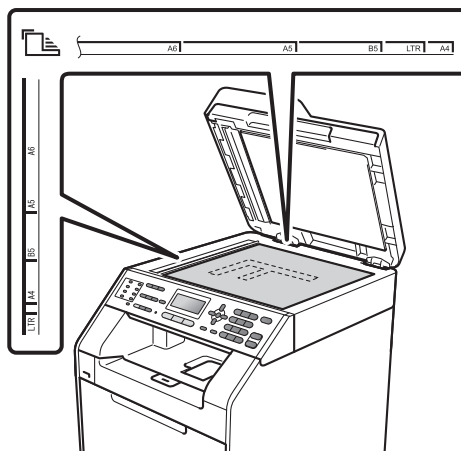


#### Note

To use the scanner glass, the ADF must be empty.

- 1 Lift the document cover.

- 2 Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.



- 3 Close the document cover.

## ! IMPORTANT


If the document is a book or is thick do not slam the cover or press on it.

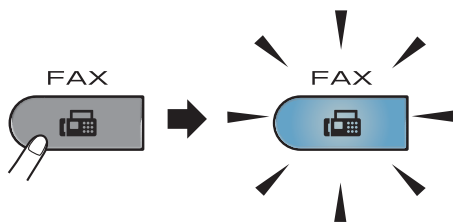
# 4

## Sending a fax

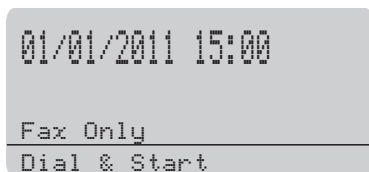
### How to send a fax

The following steps show how to send a fax.

- 1 When you want to send a fax, or change fax send or receive settings, press the  (Fax) key to illuminate it in blue.



- The LCD shows:



- 2 Do one of the following to load your document:
  - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* on page 27.)
  - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 28.)



#### Note

To send colour faxes with multiple pages use the ADF.


- 3 Set the scanner glass size, fax resolution or contrast if you want to change them.  
For more advanced fax sending operations and settings, see *Sending a fax* in *Chapter 3* of the *Advanced User's Guide*:

- Broadcast
- Duplex Scan (2-sided fax layout) (MFC-9465CDN)
- Delayed Fax
- Batch TX
- Real Time TX
- Polled TX
- Overseas Mode
- Fax Resolution
- Contrast
- Coverpg Setup (Coverpage Setup)
- Coverage Note

- 4 (MFC-9465CDN) Choose one of the options below:
  - If you want to send a single-sided document, go to Step 5.
  - If you want to send a 2-sided document, press **Duplex**.



#### Note

- You can send 2-sided documents from the ADF.
- When the machine is ready to scan 2-sided documents the LCD shows  for Duplex in the lower right corner.

- 5 Enter the fax number using the dial pad, a One touch key or **▲ Speed Dial** and enter three-digit number.

- 6 Press **Mono Start** or **Colour Start**.

### Faxing from the ADF

- The machine starts scanning the document.

### Faxing from the scanner glass

- If you press **Mono Start**, the machine starts scanning the first page.

Do one of the following:

- To send a single page, press **2** to choose **No (Send)** (or press **Mono Start** again). The machine starts sending the document.
  - To send more than one page, press **1** to choose **Yes** and place the next page on the scanner glass. Press **OK**. The machine starts scanning the page. (Repeat this step for each additional page.)
- If you press **Colour Start**, the machine starts sending the document.




### Note

To cancel, press **Stop/Exit**.

## Faxing Letter size documents from the scanner glass

When faxing Letter size documents, you will need to set the scan glass size to **Letter**; otherwise, a portion of your faxes will be missing.

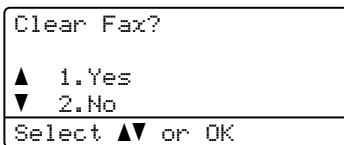
- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 1, 8, 1**.
- 3 Press **▲** or **▼** to choose **Letter**. Press **OK**.
- 4 Press **Stop/Exit**.

## Colour fax transmission

Your machine can send a colour fax to machines that support this feature. Colour faxes cannot be stored in the machine's memory. When you send a colour fax, the machine will send it in real time (even if Real Time TX is set to `Off`).

## Cancelling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialling or sending, the LCD will show as below:



Press **1** to cancel the fax.

## Transmission verification report

You can use the Transmission Verification Report as proof that you sent a fax. (For details about how to set up the type of report you want, see *Transmission Verification Report* in *Chapter 6* of the *Advanced User's Guide*.) This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On**: Prints a report after every fax you send.
- **On+Image**: Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off**: Prints a report if your fax is unsuccessful due to a transmission error. **Off** is the default setting.
- **Off+Image**: Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

- 1 Press **Menu**, **2**, **4**, **1**.
- 2 Press **▲** or **▼** to choose **On**, **On+Image**, **Off** or **Off+Image**. Press **OK**.

3 Press **Stop/Exit**.



**Note**

---

- If you choose `On+Image` or `Off+Image`, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to `Off`. (See *Real Time Transmission* in *Chapter 3* of the *Advanced User's Guide*.)
  - If your transmission is successful, `OK` will appear next to `RESULT` on the Transmission Verification Report. If transmission is not successful, `ERROR` will appear next to `RESULT`.
-



# 5

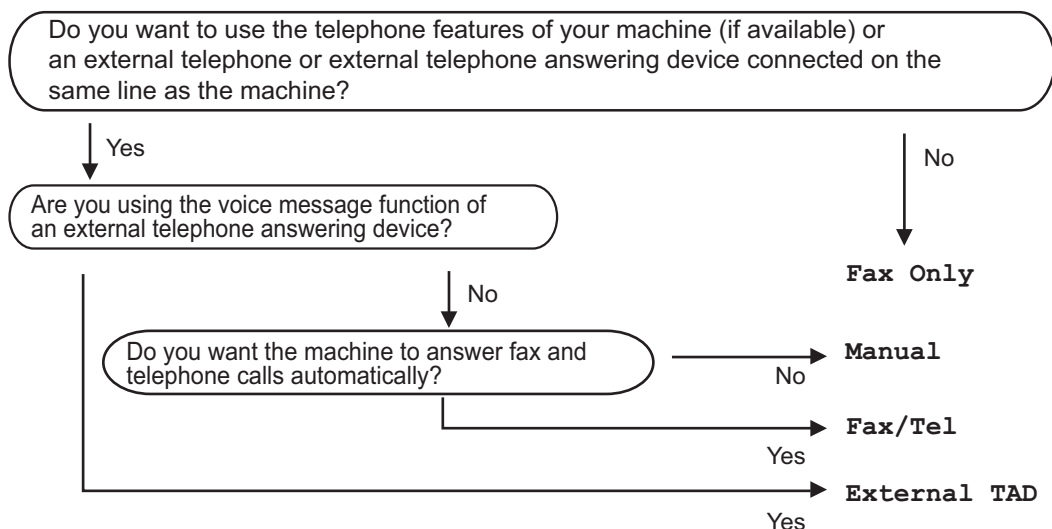
## Receiving a fax

### Receive modes

You must choose a receive mode depending on the external devices and telephone services you have on your line.

### Choosing the receive mode

By default, your machine will automatically receive any faxes that are sent to it. The diagrams below will help you choose the correct mode. (For more detailed information about the receive modes, see *Using receive modes* on page 34.)



To set the receive mode follow the instructions below.

- 1 Press **Menu**, **0**, **1**.
- 2 Press **▲** or **▼** to choose the receive mode. Press **OK**.
- 3 Press **Stop/Exit**.

The LCD will display the current receive mode.

## Using receive modes

Some receive modes answer faxes automatically (*Fax Only* and *Fax/Tel*). You may want to change the Ring Delay before using these modes. (See *Ring Delay* on page 35.)

### Fax Only

*Fax Only* mode will automatically answer every call as a fax.

### Fax/Tel

*Fax/Tel* mode helps you automatically manage incoming calls, by recognising whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast double-ring made by your machine.
- Use this mode if you receive few voice calls.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 35 and *Ring Delay* on page 35.)

## Manual

*Manual* mode turns off all automatic answering functions unless you are using the Distinctive Ring <sup>1</sup> feature.

<sup>1</sup> Fax Ability in New Zealand.

To receive a fax in *Manual* mode lift the handset of the external telephone. When you hear fax tones (short repeating beeps), press **Mono Start** or **Colour Start**, and then press **2** to receive a fax. You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Fax Detect* on page 36.)

If you use a computer modem on the same line, Faxing will not operate correctly.

## External TAD

*External TAD* mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.


(For more information see *Connecting an external TAD* on page 42.)

## Receive Mode settings

### Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in *Fax Only* and *Fax/Tel* modes.

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings. (See *Operation from external or extension telephones* on page 44 and *Fax Detect* on page 36.)


- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 1**.
- 3 Press **▲** or **▼** to choose how many times the line rings before the machine answers (02–10 for Australia, 01–10 for New Zealand, 00–10 for some countries). Press **OK**.
- 4 Press **Stop/Exit**.

### F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using Remote Codes* on page 45.)

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 2**.
- 3 Press **▲** or **▼** to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds). Press **OK**.
- 4 Press **Stop/Exit**.

## Fax Detect

---

### If Fax Detect is On:

The machine can receive a fax automatically, even if you answer the call. When you see *Receiving* on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

### If Fax Detect is Off:

If you are at the machine and answer a fax call first by lifting the external handset, then press **Mono Start** or **Colour Start**, and then press **2** to receive.


If you answered at an extension telephone press **\*51** (**\*91** for New Zealand).  
(See *Operation from external or extension telephones* on page 44.)



### Note

---

- If this feature is set to *On*, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code **\*51** (**\*91** for New Zealand).
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to *Off*.
- We do not recommend having a PC plus fax machine on the same line.

- 1 Make sure you are in Fax mode .
- 2 Press **Menu**, **2**, **1**, **3**.
- 3 Press **▲** or **▼** to choose *On* or *Off*. Press **OK**.
- 4 Press **Stop/Exit**.

## Telephone line services

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine.

### Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new **Machine** on, there is a strong possibility *that Voice Mail and the Machine will conflict with each other while receiving incoming calls. However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the Machine can work together without any problems.* If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions to 'register' the new Distinctive Ring pattern they give you. This is so your Machine can recognize its incoming calls.

## Telephone Service for Australia

### Telstra® FaxStream® Duet® (Distinctive Ringing)

Telstra® FaxStream® Duet® is an enhanced Public Switched Telephone Service (PSTS) offered by Telstra® that allows you to have an additional number on one telephone line, with its own distinctive ring pattern. Telstra® FaxStream® Duet® is a call handling feature that helps users distinguish voice and facsimile calls. With FaxStream® Duet®, incoming calls to a fax number are announced by a different, distinctive ring signal. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.

Your machine has a Distinctive Ringing function, allowing you to dedicate one telephone number just for receiving faxes.



#### Note

After you have set the Distinctive Ring feature to On, the receive mode is set to `Manual` automatically. Your Distinctive Ring Number does not allow Voice Calls - only Faxes. You cannot change the receive mode from `Manual` mode while the Distinctive Ring is set to on.

## What is the Advantage of using Telstra® FaxStream® Duet® Function?

Using Telstra® FaxStream® Duet® is the most efficient way to receive both fax and telephone calls on the same line. When the voice call comes in, all telephones (extension and external) and the fax machine will ring to alert you to pick it up. If a fax call comes in, the fax machine will answer automatically without ringing, whereas the extension and external telephones will ring twice with a distinctive ring pattern. It is also a more efficient way of operating a Fax machine with an extension telephone as you do not have to use the remote activation codes. It gives you two independent numbers without the higher cost of a second line.

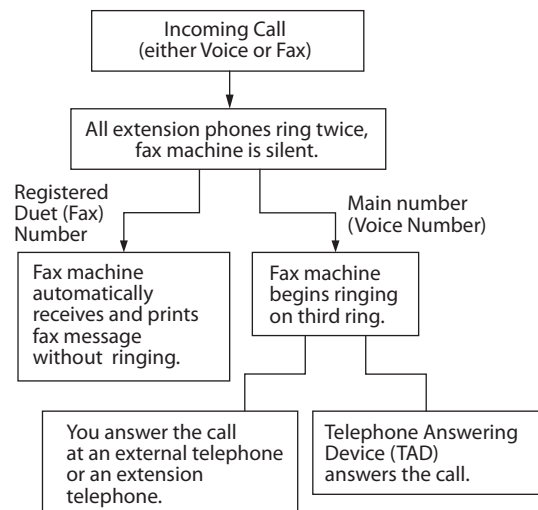
## How does Telstra® FaxStream® Duet® Work?

Incoming calls to the voice number, will have the standard ring pattern of long, long tone, followed by a pause, repeated, while the new fax number will have a different ring pattern of three short bursts of ring, repeated at regular intervals.

When FaxStream® Duet® is On and you receive a voice call all extension and external telephones will ring with a standard ring pattern. The fax machine will ring on the third ring with a standard ring pattern. All external and the extension telephones will continue to ring, until you or a telephone answering device can answer the voice number.

When FaxStream® Duet® is On and you receive a fax call on the Duet® number the Fax machine will answer and automatically receive the fax message without ringing. On the other hand, all extension and external telephones will ring twice with a distinctive ring pattern. Do not answer the telephone as you are receiving a fax message.

Flowchart Sequence of Incoming call



## Set the Distinctive Ring to ON Very important!

After you have set the Distinctive Ring feature to ON, the receive mode is set to *Manual* automatically. Your Distinctive Ring Number does not allow Voice Calls - only Faxes. You cannot change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to choose *On*.
- 3 Press **OK**.
- 4 Press **Stop/Exit**. Distinctive Ring is now set to on.

## Turning off Distinctive Ring

- 1 Press **Menu, 2, 0, 2**.
- 2 Press **▲** or **▼** to choose *Off*.
- 3 Press **OK**.
- 4 Press **Stop/Exit**.



### Note

If you turn off Distinctive Ring, the machine will stay in *Manual* receive mode. You will need to set the Receive Mode again. (See *Choosing the receive mode* on page 33.)

# Telephone Service for New Zealand

## FaxAbility

FaxAbility is a service offered by Telecom that allows you to have an additional number on one telephone line, with its own distinctive ring pattern. This way, when you get an incoming call, you can identify the number being called by its ring.

### How Will the Fax Machine Treat All Other Numbers?

FaxAbility mode ensures that the machine will answer calls to the FaxAbility (secondary) number. When a call comes in to your main number, all the telephones will ring. You can set an external answering device (TAD) to answer calls on the other number(s). (See the chart in the following page.)

### What is the Advantage of Using the FaxAbility Function?

Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine. Basically, it gives you two independent numbers without the higher cost of a second line.

## How Does FaxAbility Work?

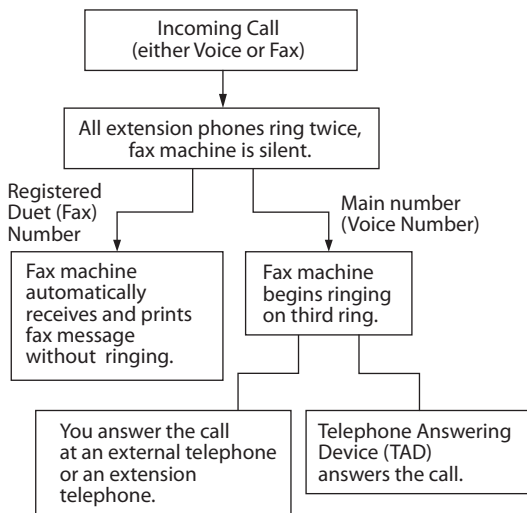
Your telephone number will have the standard ring pattern of long, long tone, while the new number will have a ring pattern of long, silence, long, etc. When FaxAbility is On, you will not hear the first ring of all incoming calls on the fax machine. Extension telephones will ring as usual. If the fax machine recognizes the ring pattern, all ringing will stop and the fax machine will answer and automatically receive the fax message. Otherwise, you will hear the extension telephones and the fax machine continue to ring. The fax machine always listens to the ring pattern before it answers, so do not pick up the telephone during that time. You will quickly learn to recognize the ring pattern for faxes, so you will not be tempted to answer that number. Either you or a telephone answering device can answer the main number(s).



### Note

After you have set the FaxAbility feature to On, the receive mode is set to Manual automatically. Unless you have a TAD or Voice Mail set up on the FaxAbility number, Manual mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the FaxAbility is set to on.

Flowchart Sequence of Incoming call





## How to Turn FaxAbility OFF or ON

The FaxAbility function is designed to accommodate the FaxAbility service provided by Telecom. To change the setting, repeat Steps 1-3; Step 2 is where you can choose either *On* or *Off*.

Call Waiting beeps caused by incoming calls on your main number can affect fax transmissions. If you have FaxAbility Service but don't have Call Waiting, you need do nothing at this stage. If you do have Call Waiting as well as FaxAbility, set the Call Waiting menu option to *On*. See below.

- 1 Press **Menu**, **2**, **0**, **2**.
- 2 Press **▲** or **▼** to set FaxAbility to *On* or *Off*.  
If you have FaxAbility service, choose *On*.  
Press **OK**.
- 3 Press **▲** or **▼** to set Call Waiting to *On* or *Off*. If you have Call Waiting service, choose *On* to avoid the trouble caused by Call Waiting.  
Press **OK**.
- 4 Press **Stop/Exit**.

## Telephone Service for Some Countries

### Distinctive Ringing (For Singapore and Hong Kong)

This machine feature lets you use the Distinctive Ringing subscriber service offered by some telephone companies, which allows you to have several telephone numbers on one telephone line. Each telephone number has its own Distinctive Ringing pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

Your machine has a Distinctive Ringing function, allowing you to dedicate one telephone number just for receiving faxes. You will need to set Distinctive Ringing to *On*.



#### Note

- You can switch it off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function.
- The machine will answer only calls to the Distinctive Ringing number.



#### Note

After you have set the Distinctive Ring feature to *On*, the receive mode is set to *Manual* automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, *Manual* mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the Distinctive Ring is set to *On*.

## Registering the Distinctive Ring pattern

### Very important!

After you have set the Distinctive Ring feature to ON, the receive mode is set to `Manual` automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, `Manual` mode means you must answer all the calls yourself. You can not change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press **Menu**, **2**, **0**, **2**.
- 2 Press **▲** or **▼** to choose `On`.
- 3 Press **OK**.
- 4 Press **Stop/Exit**. Distinctive Ring is now set to on.

## Turning off Distinctive Ring

- 1 Press **Menu**, **2**, **0**, **2**.
- 2 Press **▲** or **▼** to choose `Off`.
- 3 Press **OK**.
- 4 Press **Stop/Exit**.



### Note

If you turn off Distinctive Ring, the machine will stay in `Manual` receive mode. You will need to set the receive Mode again. (See *Choosing the receive mode* on page 33.)

## Connecting an external TAD

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will “listen” for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show `Telephone`.

The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.

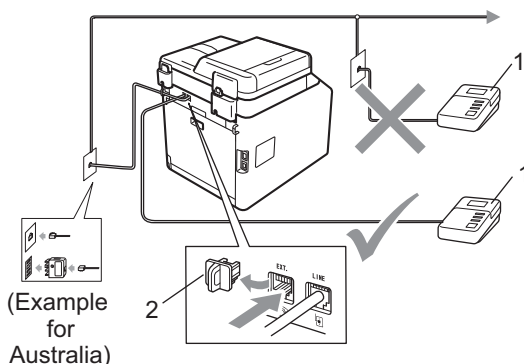


### Note

If you have problems receiving faxes, reduce the ring delay setting on your external TAD to one or two rings.

## Connections

The external TAD must be connected as shown in the illustration below.



- 1 TAD
- 2 Protective Cap

- 1 Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
- 2 Record the outgoing message on your external TAD.
- 3 Set the TAD to answer calls.
- 4 Set the Receive Mode to External TAD. (See *Choosing the receive mode* on page 33.)

## Recording an outgoing message (OGM)

- 1 Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Remote Activation code for people sending manual faxes. For example: "After the beep, leave a message or press \*51 (\*91 for New Zealand) and Start to send a fax."



### Note

- You need to turn the Remote Codes setting to on to use the Fax Activation Code \*51 (\*91 for New Zealand). (See *Using Remote Codes* on page 45.)
- We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving faxes, then you should re-record the OGM to include it.

## Multi-line connections (PABX)

Most offices use a central telephone system. Brother recommends that all our Fax/MFC machines be connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

While it is often relatively simple to connect a fax machine to a PABX (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

## External and extension telephones

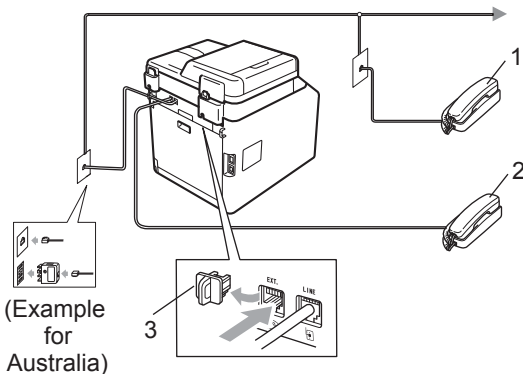


### Note

You need to turn the Remote Codes setting to on to use the Remote Activation Code **\*51** (\*91 for New Zealand) and Remote Deactivation Code **#51** (#91 for New Zealand). (See *Using Remote Codes* on page 45.)

## Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.



- 1 Extension telephone
- 2 External telephone
- 3 Protective Cap

When you are using an external telephone, the LCD shows *Telephone*.

## Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine through the T-piece connection, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code **\*51** (\*91 for New Zealand) the machine starts to receive the fax.

### If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press **\*51** (\*91 for New Zealand) and wait for the chirp or until the LCD shows *Receiving*, and then hang up.



### Note

You can also use the Fax Detect feature to make your tactically take the call. (See *Fax Detect* on page 36.)

## For Fax/Tel mode only

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (fast double-ringing) to alert you to pick up a voice call.

Lift the external telephone's handset, and then press **Hook** to answer.

If you are at an extension telephone, you will need to lift the handset during the F/T Ring Time and then press **#51** (#91 for New Zealand) between the fast double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing **\*51** (\*91 for New Zealand).

## Using a non-Brother cordless external handset

---

If your non-Brother cordless telephone is connected to the telephone line cord (see page 44) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Hook** to transfer the call to the cordless handset.



### Note

---

- If you are always disconnected when accessing your external TAD remotely, try changing the Remote Activation Code and Remote Deactivation Code to another three-digit code using the numbers 0-9, \*, #.
  - Remote Codes might not work with some telephone systems.
  - Not all brands of cordless telephones are compatible for use with your machine.
- 

## Using Remote Codes

---

### Remote Activation Code

If you answer a fax call on an external or extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code \*51 (\*91 for New Zealand). Wait for the chirping sounds then replace the handset. (See *Fax Detect* on page 36.) Your caller will have to press start to send the fax.

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Mono Start** or **Colour Start**.


### Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (fast double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing #51 (#91 for New Zealand) (make sure you press this *between* the rings).

If the machine answers a voice call and fast double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.


## Turning on the Remote Codes

You need to turn the Remote Codes setting to on to use the Fax Receive Code and Telephone Answer Code.

- 1 Make sure you are in Fax mode .
- 2 Press **Menu 2, 1, 4**.
- 3 Press **▲** or **▼** to choose **On**.  
Press **OK**.
- 4 If you do not want to change the Remote Activation Code, press **OK**.
- 5 If you do not want to change the Remote Deactivation Code, press **OK**.
- 6 Press **Stop/Exit**.

## Changing the Remote Codes

The preset Remote Activation Code is \*51 (\*91 for New Zealand). The preset Remote Deactivation Code is #51 (#91 for New Zealand). If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example ### and 555.

- 1 Make sure you are in Fax mode .
- 2 Press **Menu, 2, 1, 4**.
- 3 Press **▲** or **▼** to choose **On** or **Off**.  
Press **OK**.
- 4 If you chose **On** in step 3, enter the new Remote Activation Code.  
Press **OK**.
- 5 Enter the new Remote Deactivation Code.  
Press **OK**.
- 6 Press **Stop/Exit**.

# 7

## Dialling and storing numbers

### How to dial

You can dial in any of the following ways.

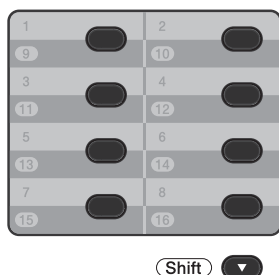
#### Manual dialling

Use the dial pad to enter all the digits of the telephone or fax number.



#### One Touch dialling

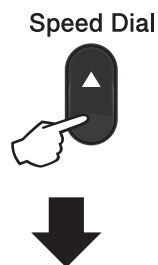
Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* on page 49.)



To dial One Touch numbers 9 to 16, hold down **Shift** as you press the One Touch key.

#### Speed dialling

Press **▲ Speed Dial** and enter the three digit Speed Dial number. (See *Storing Speed Dial numbers* on page 50.)



Three-digit number



#### Note

If the LCD shows *Register Now?* when you enter a One Touch or a Speed Dial number, it means that a number is not stored there.

## Search

---

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* on page 49 and *Storing Speed Dial numbers* on page 50.)

- 1 Press **▼ Search**.
- 2 Press the dial pad key for the first few letters of the name. (Use the chart on *Entering text* on page 171 to help you enter letters.)  
Press **OK**.
- 3 Press **▲** or **▼** to scroll until you find the name you are looking for.  
Press **OK**.
- 4 Press **Mono Start** or **Colour Start**.



### Note

---

- If you do not enter a letter and press **OK** in step 2, all registered names will appear. Press **▲** or **▼** to scroll until you find the name you are looking for.
  - If the LCD shows `No Contact Found` when you enter the first few letters of the name, it means that a name for the letter is not stored.
- 

## Fax redial

---

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minute intervals.

If you are sending a fax manually and the line is busy, press **Redial/Pause**, wait for the other fax machine to answer, and then press **Mono Start** or **Colour Start** to try again. If you want to make a second call to the last number dialled, you can save time by pressing **Redial/Pause** and **Mono Start** or **Colour Start**.

**Redial/Pause** only works if you dialled from the control panel.



## Storing numbers

You can set up your machine to do the following types of easy dialling: One Touch, Speed Dial and Groups for Broadcasting faxes. You can also specify the default resolution for each One Touch and Speed Dial number. When you dial a quick dial number, the LCD shows the name, if you stored it, or the number. A scan profile can also be stored along with the fax number.

If you lose electrical power, the quick dial numbers stored in the memory will not be lost.

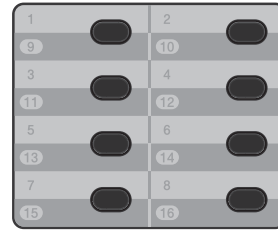
A scan profile is the resolution and other scan settings that you choose when you store a number.

## Storing a pause

Press **Redial/Pause** to insert a 3.5-second pause between numbers. You can press **Redial/Pause** as many times as needed to increase the length of the pause.

## Storing One Touch Dial numbers

Your machine has 8 One Touch keys where you can store 16 fax or telephone numbers for automatic dialling. To access numbers 9 to 16, hold down **Shift** as you press the One Touch key.



Shift ▼

- 1 Press the One Touch key where you want to store the number. If a number is not stored there, the LCD shows *Register Now?*. Press **1** to choose *Yes*.
- 2 Enter the telephone or fax number (up to 20 characters). Press **OK**.
- 3 Choose one of the following:
  - Enter the name using the dial pad (up to 15 characters). Use the chart on *Entering text* on page 171 to help you enter letters. Press **OK**.
  - Press **OK** to store the number without a name.
- 4 If you want to save a fax resolution along with the number, choose one of the following:
  - To store the fax resolution, press ▲ or ▼ to select *Std*, *Fine*, *S.Fine* or *Photo*. Press **OK**.
  - Press **OK** if you don't want to change the default resolution.

## Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (**▲ Speed Dial**, the three-digit number and **Mono Start** or **Colour Start**). The machine can store 300 Speed Dial numbers (001 - 300).

- 1 Press **▲ Speed Dial** and enter a three-digit Speed Dial location number (001-300).  
If a number is not stored there, the LCD shows *Register Now?*  
Press **1** to choose *Yes*.
- 2 Enter the telephone or fax number (up to 20 characters).  
Press **OK**.
- 3 Choose one of the following:
  - Enter the name using the dial pad (up to 15 characters). Use the chart on *Entering text* on page 171 to help you enter letters.  
Press **OK**.
  - Press **OK** to store the number without a name.
- 4 If you want to save a fax resolution along with the number, choose one of the following:
  - To store the fax resolution, press **▲** or **▼** to select *Std*, *Fine*, *S.Fine* or *Photo*.  
Press **OK**.
  - Press **OK** if you don't want to change the default resolution.

## Changing One Touch and Speed Dial numbers

You can change a One Touch or Speed Dial number that has already been stored. The LCD will show the name or number, and if the number has a scheduled job, such as a delayed fax or a fax forwarding number, it will display a message.

- 1 Do one of the following:
  - To change a stored One Touch number, press **Menu, 2, 3, 1**.

```

23.Address Book
  1.One Touch Dial

One Touch:
Select One Touch
  
```

Press the One Touch key number you want to change.

- To change a stored Speed Dial number, press **Menu, 2, 3, 2**.

```

23.Address Book
  2.Speed Dial

Speed Dial? #_
Enter & OK Key
  
```

Enter the Speed Dial number you want to change then press **OK**.

- 2 Do one of the following:
  - To change the stored data, press **1**.  
Go to step 3.
  - To exit without making a change, press **Stop/Exit**.

```

23.Address Book
  #005:MIKE
▲ 1.Change
▼ 2.Clear
Select ▲▼ or OK
  
```

- 3 Edit the number and name by the following the instruction. When you are finished editing, press **OK**.
  - To edit the stored name or number, press ◀ or ▶ to position the cursor under the character you want to change and press **Clear**. Then enter the correct character.
- 4 If you want to save a fax resolution along with the number, do one of the following:
  - To store the fax resolution, press ▲ or ▼ to select *Std*, *Fine*, *S.Fine* or *Photo*.  
Press **OK**.
  - Press **OK** if you don't want to change the default resolution.
- 5 Press **Stop/Exit**.

## Deleting One Touch and Speed Dial numbers

You can delete a One Touch or Speed Dial number that has already been stored. The LCD will show the name or number, and if the number has a scheduled job, such as a delayed fax or a fax forwarding number, it will display a message.

- 1 Do one of the following:
  - To delete a stored One Touch number, press **Menu, 2, 3, 1**.

```
23.Address Book
  1.One Touch Dial

One Touch:
Select One Touch
```

Press the One Touch key number you want to change.

- To delete a stored Speed Dial number, press **Menu, 2, 3, 2**.

```
23.Address Book
  2.Speed Dial

Speed Dial? #_
Enter & OK Key
```

Enter the Speed Dial number you want to change then press **OK**.

- 2 To delete the stored data, press **2**.

```
23.Address Book
  #005:MIKE
▲ 1.Change
▼ 2.Clear
Select ▲▼ or OK
```

- 3 Do one of the following:
- To delete the stored data, press **1**.
  - To exit without deleting the stored data, press **2**.

```
23.Address Book
Erase This Data?
▲      1.Yes
▼      2.No
-----
Select ▲▼ or OK
```

- 4 Press **Stop/Exit**.

## Tone or Pulse (not available in New Zealand)


---

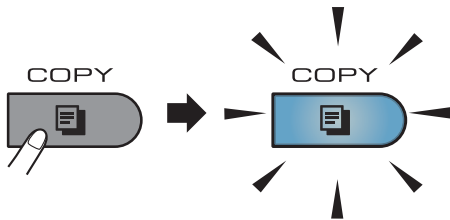
If you have a Pulse dialling service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

- 1 Press **Hook**.
- 2 Press **#** on the machine's control panel. Any digits dialled after this will send tone signals. When you hang up, the machine will return to the Pulse dialling service.

## How to copy

The following steps show the basic copy operation. For details about each option, see the *Advanced User's Guide*.

- 1 When you want to make a copy, press  (**Copy**) to illuminate it in blue.
  - Make sure you are in Copy mode.



- The LCD shows:

```

Contrast:-□□■□□+
Quality :Auto
Enlg/Red:100%
Tray    :MP>T1
Press▲▼ or Start 01-1
  
```

### 1 No. of Copies

You can enter the number of copies you want by using the dial pad.



### Note

The default setting is Fax mode. You can change the amount of time that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* in *Chapter 1* of the *Advanced User's Guide*.)

- 2 Do one of the following to load your document:
  - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* on page 27.)
  - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 28.)

- 3 Press **Mono Start** or **Colour Start**.



### Note

If the LCD shows *Please Wait* and the machine stops copying while you are making multiple copies, please wait for 30 to 40 seconds until the machine finishes the colour registration and cleaning process of the belt unit.

## Stop copying

To stop copying, press **Stop/Exit**.

## Copy settings

Press **Copy** and then press ◀, ▶, ▲ or ▼ to scroll through the copy settings. When the setting you want is highlighted, press ▶ and then press **OK**.

For details about changing the copy settings, see *Copy settings* in *Chapter 7* of the *Advanced User's Guide*.

You can change the following copy settings:

- Enlg/Red (Enlarge/Reduce)
- Quality
- Stack/Sort
- Contrast
- Brightness
- Color Adjust (Colour Saturation)
- Page Layout
- Tray Select (Tray Selection)
- Duplex

## 9

# Printing data from a USB Flash memory drive or digital camera supporting mass storage

With the Direct Print feature, you do not need a computer to print data. You can print by just plugging your USB Flash memory drive into the machine's USB direct interface. You can also connect and print directly from a camera set to USB mass storage mode.



## Note

- Some USB Flash memory drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print data. Please refer to the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

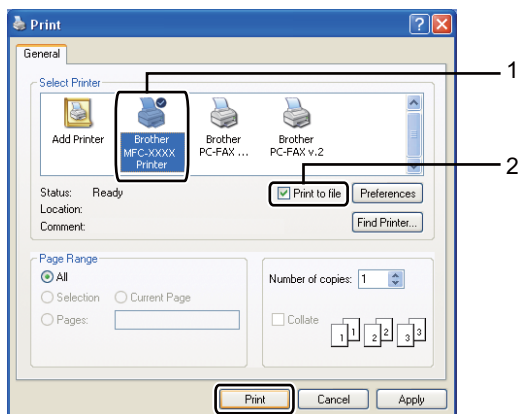
## Creating a PRN or PostScript® 3™ file for direct printing



## Note

The screens in this section may vary depending on your application and operating system.

- 1 From the menu bar of an application, click **File**, then **Print**.
- 2 Choose **Brother MFC-XXXX Printer** (1) and check the **Print to file** box (2). Click **Print**.



- 3 Choose the folder you want to save the file to and enter the file name if you are prompted to.

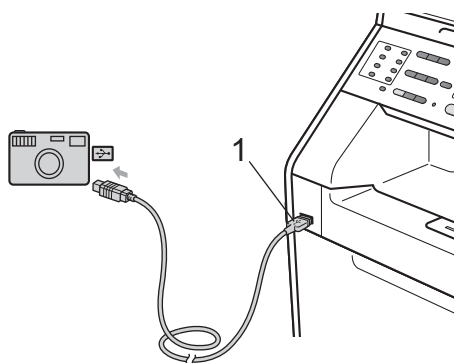
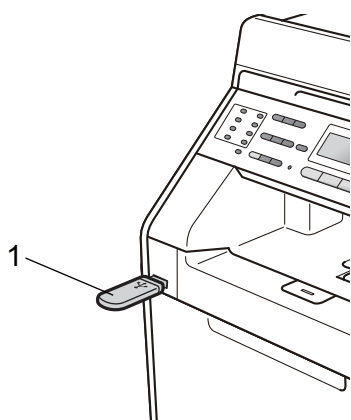
If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example:

C:\Temp\FileName.prn

If you have a USB Flash memory drive or digital camera connected to your computer, you can save the file directly to the USB Flash memory drive.

## Printing data directly from the USB Flash memory drive or digital camera supporting mass storage

- 1 Connect your USB Flash memory drive or digital camera to the USB direct interface (1) on the front of the machine. The **Direct** key will light up. Press the **Direct** key. Your machine will enter Direct Print Mode.



### Note

- Make sure your digital camera is turned on.
- If your machine has been set to Secure Function Lock On, you may not be able to access Direct Print. (See *Switching Users* in chapter 2 of the *Advanced User's Guide*.)

- If Direct Print has been **Enable** and Colour Print has been **Disable** in Secure Function Lock and you insert a USB Flash memory drive into the machine and press **Direct**, the LCD will flash **Mono Print Only**. You can only print in black & white.
- If your ID has been restricted to a page limit in Secure Function Lock and you insert a USB Flash memory drive into the machine and press **Direct**, the LCD will show **Remaining Pages** with the number of pages you have left to print.

- 2 Press **▲** or **▼** to choose the folder name or file name you want to print. Press **OK**.  
If you have chosen the folder name, press **▲** or **▼** to choose the file name you want to print. Press **OK**.

```
Direct Print
▲1. /FOLDER1
  2. FILE_1.PDF
▼3. FILE_2.PDF
Select ▲▼ or OK
```

### Note

- Your digital camera must be switched from PictBridge mode to mass storage mode.
- If you want to print an index of the files, choose **Index Print**, and then press **OK**. Press **Mono Start** or **Colour Start** to print the data.
- When the machine is in the Deep Sleep mode, the LCD does not show any information even if you connect a USB flash memory drive to the USB direct interface. Press **Direct** to wake up the machine and light up the Direct key, and then press **Direct** again to view the Direct Print menu.

- 3 Do one of the following:
- Press ▲ or ▼ to choose a setting you need to change and press **OK**, and then press ▲ or ▼ to choose an option for the setting and press **OK**.
  - If you do not need to change the current default settings, go to step 4.

```
Print File Set
▲Paper Size
Media Type
▼Multiple Page
Select ▲▼ or OK
```



### Note

- You can choose the following settings:
  - Paper Size
  - Media Type
  - Multiple Page
  - Orientation
  - Duplex
  - Collate
  - Tray Use
  - Print Quality
  - PDF Option
- Depending on the file type, some of these settings may not appear.

- 4 Press **Mono Start** or **Colour Start** if you have finished.
- 5 Press the dial pad key to enter the number of copies you want. Press **OK**.

```
Direct Print
FILE_1.PDF
No. of Copies:
Press Start
```

- 6 Press **Mono Start** or **Colour Start** to print the data.

## ! IMPORTANT

- To prevent damage to your machine, **DO NOT** connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.
- **DO NOT** remove the USB Flash memory drive or digital camera from the USB direct interface until the machine has finished printing.



### Note

You can change the default settings for Direct Print by using the control panel when the machine is not in the Direct Print mode. Press **Menu, 5** to enter the USB Direct I/F menu. (See *Menu table* on page 153.)



## Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See *Printing for Windows*<sup>®</sup> or *Printing and Faxing* for Macintosh in *Software User's Guide* for the details about the print settings.)

- 1 Install the Brother printer driver on the Installation CD-ROM. (See the *Quick Setup Guide*.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties**.
- 4 Choose the settings you want in the **Properties** dialog box.
  - Paper Size
  - Orientation
  - Copies
  - Media Type
  - Print Quality
  - Colour / Mono
  - Multiple Page
  - Duplex / Booklet
  - Paper Source
- 5 Click **OK** to begin printing.

# 11

## How to scan to a computer

### Scanning a document as PDF file using ControlCenter4 (Windows®)

(For Macintosh users) See *Scanning* in the *Software User's Guide*.

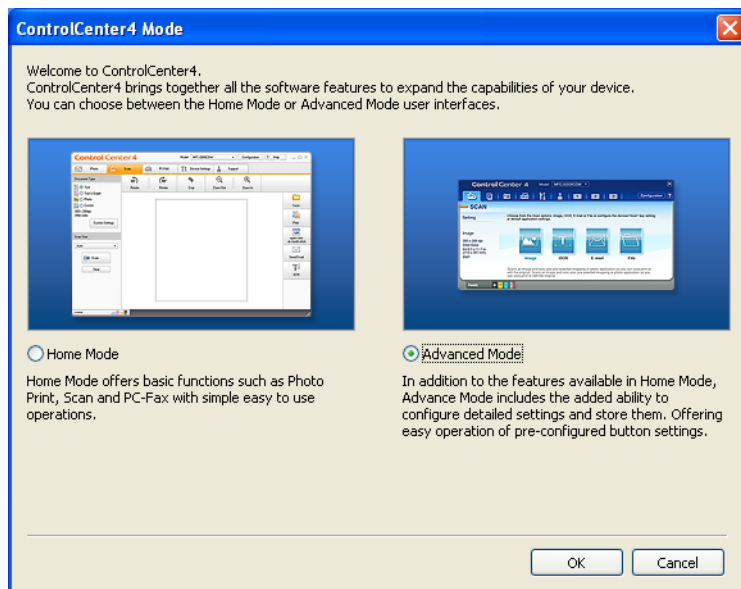


#### Note

The screens on your PC may vary depending on your model.

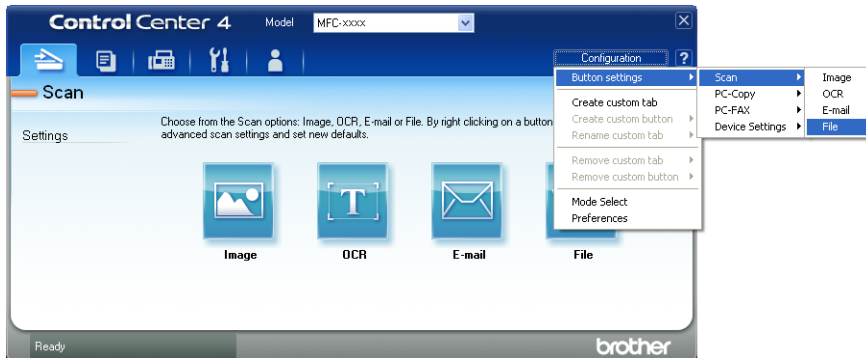
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

- 1 Load your document. (See *How to load documents* on page 27.)
- 2 Open ControlCenter4 by clicking **start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 3 Choose **Home Mode** or **Advanced Mode** before you use ControlCenter4.

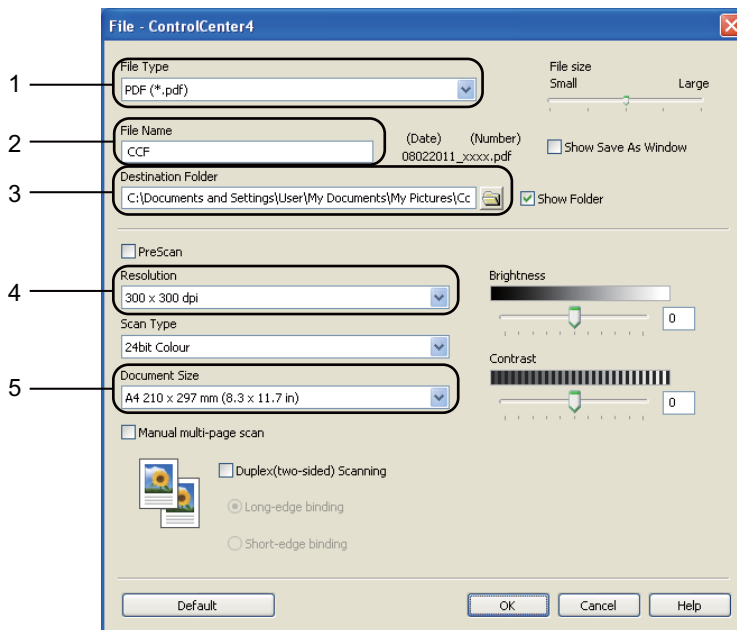



- 4 Make sure the machine you want to use is selected from the **Model** pull-down list.

- 5 Set the file type for saving to a folder. By default, the scanned data is saved as **JPEG (\*.jpg)**. Click **Configuration**, and then select **Button settings, Scan and File**.



The configuration dialog box appears. You can change the default settings.



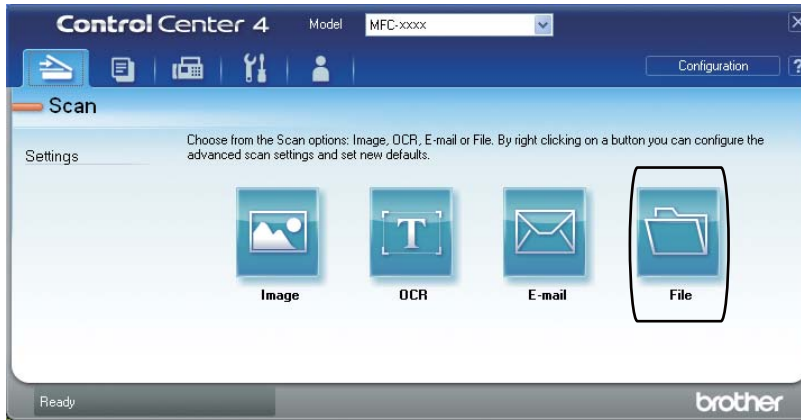
- 1 Choose **PDF (\*.pdf)** from the **File Type** pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.

7

Click **File**.

The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



# Changing the Scan key settings

## Before scanning

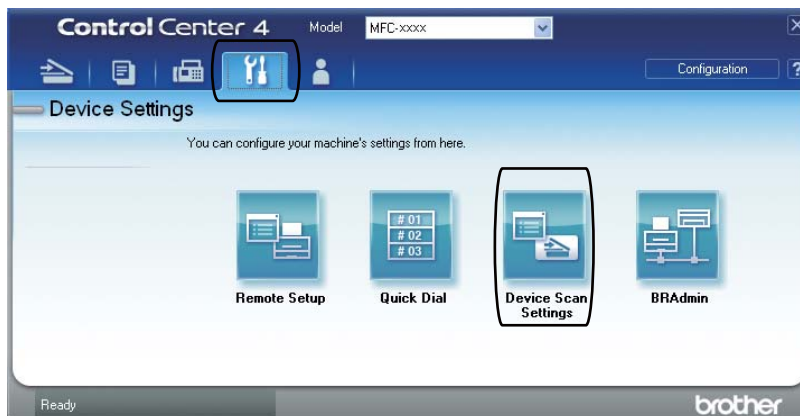
To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the scanner drivers on the Installation CD-ROM. (See the *Quick Setup Guide*.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See *Configuring Network Scanning* in the *Software User's Guide*.)

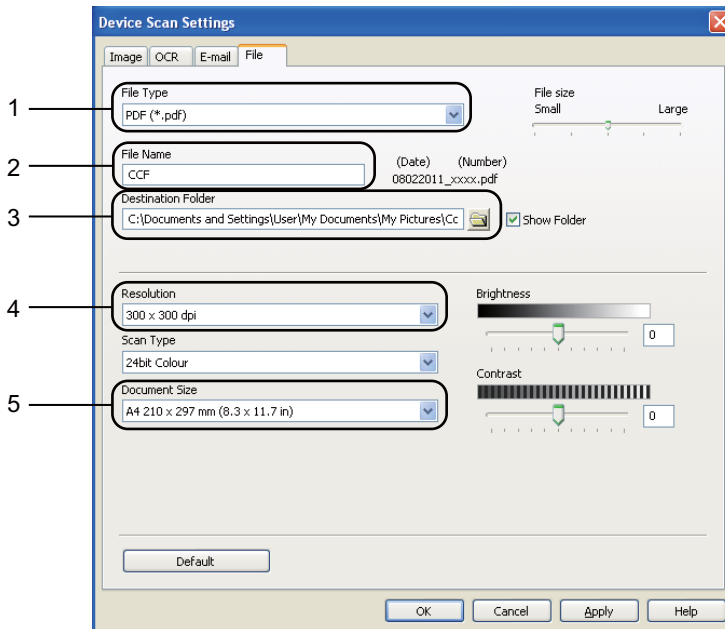
## Scan key settings


You can change your machine's **Scan** key settings using ControlCenter4.

- 1 Open ControlCenter4 by clicking **start/All Programs/Brother/XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
- 2 Make sure the machine you want to use is selected from the **Model** pull-down list.
- 3 Click the **Device Settings** tab.
- 4 Click **Device Scan Settings**.



- 5 Choose the **File** tab. You can change the default settings.




- 1 You can choose the file type from the pull-down list.
- 2 You can enter the file name you want to use for the document.
- 3 You can save the file to the default folder, or choose your preferred folder by clicking the  **Browse** button.
- 4 You can choose a scanning resolution from the **Resolution** pull-down list.
- 5 You can choose the document size from the pull-down list.

- 6 Click **OK**.

## Scanning using the Scan key

---

- 1 Load your document. (See *How to load documents* on page 27.)
- 2 Press  (**Scan**).
- 3 Press ▲ or ▼ to choose `Scan to PC`.  
Press **OK**.
- 4 Press ▲ or ▼ to choose `File`.  
Press **OK**.
- 5 (MFC-9465CDN)  
If you want to change the duplex setting, press ▲ or ▼ to choose `1sided`, `2sided (L) edge` or `2sided (S) edge`.  
Press **OK**.
- 6 (For Network users)  
Press ▲ or ▼ to choose the destination computer you want to send to.  
Press **OK**.  
If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.  
Press **OK**.
- 7 Press **Mono Start** or **Colour Start**.  
The machine starts the scanning process.



### Note

---

Choose the scan mode you want.

Scan to:

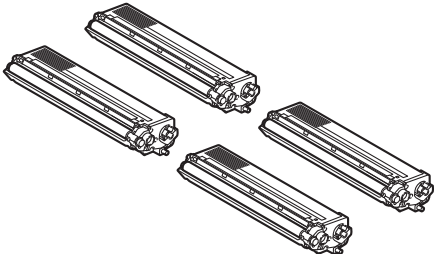
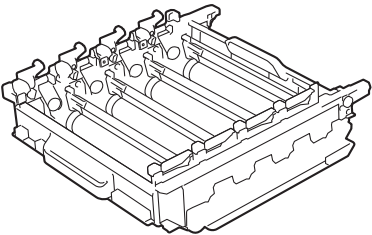
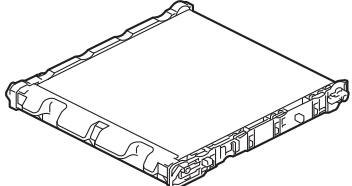
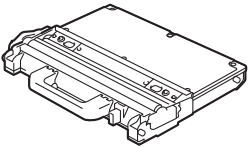
- USB
  - Network
  - FTP
  - E-mail
  - Image
  - OCR
  - File
-

# A

## Routine maintenance

### Replacing the consumable items

The following messages appear on the LCD in the Ready mode. These messages provide advanced warnings to replace the consumable items before they reach the end of their life. To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.

Toner cartridge	Drum unit
<p>See <i>Replacing a Toner cartridge</i> on page 68.</p> <p>Model Name: TN-340BK, TN-348BK, TN-340C, TN-345C, TN-348C, TN-340M, TN-345M, TN-348M, TN-340Y, TN-345Y, TN-348Y</p>	<p>See <i>Replacing the drum unit</i> on page 74.</p> <p>Model Name: DR-340CL</p>
	
Belt unit	Waste toner box
<p>See <i>Replacing the belt unit</i> on page 81.</p> <p>Model Name: BU-300CL</p>	<p>See <i>Replacing the waste toner box</i> on page 86.</p> <p>Model Name: WT-300CL</p>
	



LCD messages	Consumable item to replace	Approximate life	How to replace	Model name
Toner Low Prepare New X Toner Cartridge.	Toner cartridge X = Black, Cyan, Magenta, Yellow	<Black> 2,500 pages <sup>1 2 3</sup> 6,000 pages <sup>1 2 4</sup> <Cyan, Magenta, Yellow> 1,500 pages <sup>1 2 3</sup> 3,500 pages <sup>1 2 4</sup> 6,000 pages <sup>1 2 5</sup>	See page 68.	TN-340BK <sup>3</sup> , TN-348BK <sup>5</sup> ,  TN-340C <sup>3</sup> , TN-345C <sup>4</sup> , TN-348C <sup>5</sup> , TN-340M <sup>3</sup> , TN-345M <sup>4</sup> , TN-348M <sup>5</sup> , TN-340Y <sup>3</sup> , TN-345Y <sup>4</sup> , TN-348Y <sup>5</sup>
WT Box End Soon	Waste toner box	50,000 pages <sup>1</sup>	See page 86.	WT-300CL

<sup>1</sup> A4 or Letter size single-sided pages.

<sup>2</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>3</sup> Standard toner cartridge

<sup>4</sup> High capacity toner cartridge

<sup>5</sup> Super High capacity toner cartridge

You will need to clean the machine regularly and replace the consumable items when the following messages are displayed on the LCD.

LCD messages	Consumable item to replace	Approximate life	How to replace	Model name
Replace Toner	Toner cartridge	<Black> 2,500 pages <sup>1 2 5</sup> 6,000 pages <sup>1 2 6</sup> <Cyan, Magenta, Yellow> 1,500 pages <sup>1 2 5</sup> 3,500 pages <sup>1 2 6</sup> 6,000 pages <sup>1 2 7</sup>	See page 68.	TN-340BK <sup>5</sup> , TN-348BK <sup>7</sup> ,  TN-340C <sup>5</sup> , TN-345C <sup>6</sup> , TN-348C <sup>7</sup> , TN-340M <sup>5</sup> , TN-345M <sup>6</sup> , TN-348M <sup>7</sup> , TN-340Y <sup>5</sup> , TN-345Y <sup>6</sup> , TN-348Y <sup>7</sup>
Replace Parts Drum	Drum unit	25,000 pages <sup>1 3 4</sup>	See page 75.	DR-340CL
Drum Stop				
Replace Parts Belt Unit	Belt unit	50,000 pages <sup>1</sup>	See page 81.	BU-300CL
Replace WT Box	Waste toner box	50,000 pages <sup>1</sup>	See page 86.	WT-300CL
Replace Parts Fuser Unit	Fuser unit	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement fuser unit.	
Replace Parts Laser Unit	Laser unit	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement laser unit.	
Replace Parts PF Kit 1	Paper feeding kit 1	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement paper feeding kit 1.	
Replace Parts PF Kit 2	Paper feeding kit 2	100,000 pages <sup>1</sup>	Call your Brother dealer for a replacement paper feeding kit 2.	
Replace Parts PF Kit MP	Paper feeding kit MP	50,000 pages <sup>1</sup>	Call your Brother dealer for a replacement paper feeding kit MP.	

<sup>1</sup> A4 or Letter size single-sided pages.

<sup>2</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>3</sup> 1 page per job.

<sup>4</sup> Drum life is approximate and may vary by type of use.

<sup>5</sup> Standard toner cartridge

<sup>6</sup> High capacity toner cartridge

<sup>7</sup> Super High capacity toner cartridge

**Note**

---

- If you choose not to return your used consumable, please discard used consumable items according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office. Be sure to reseal the consumable items tightly so that the material inside does not spill.
  - We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
  - If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
  - The projected life of the toner cartridges is based on ISO/IEC 19798. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.
  - Availability of toner cartridges differs from one country to another. Visit the Brother Solutions Center at <http://solutions.brother.com/> or contact your local Brother office for further details.
-

## Replacing a Toner cartridge

Model Name: For the model name of toner cartridges, see *Replacing the consumable items* on page 64.

The Standard toner cartridges can print approximately 2,500 pages (black) or approximately 1,500 pages (cyan, magenta, yellow)<sup>1</sup>. The High Yield toner cartridges can print approximately 3,500 pages (cyan, magenta, yellow)<sup>1</sup>. The Super High Yield toner cartridges can print approximately 6,000 pages (black, cyan, magenta, yellow). Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows `Toner Low`.

The toner cartridges that come supplied with the machine are standard toner cartridges.

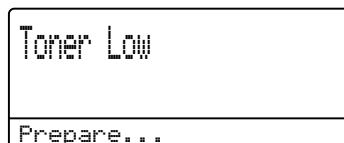
<sup>1</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19798.



### Note

- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, please call your Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning and Checking the machine* on page 93.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

## Toner Low



If the LCD shows `Toner Low Prepare New X Toner Cartridge.`, buy a new toner cartridge and have it ready before you get a `Replace Toner` message. The LCD shows the toner colour that is near the end of its life (Cyan, Magenta, Yellow or Black).

## Replace Toner

When the following message appears on the LCD, you need to replace the toner cartridge:

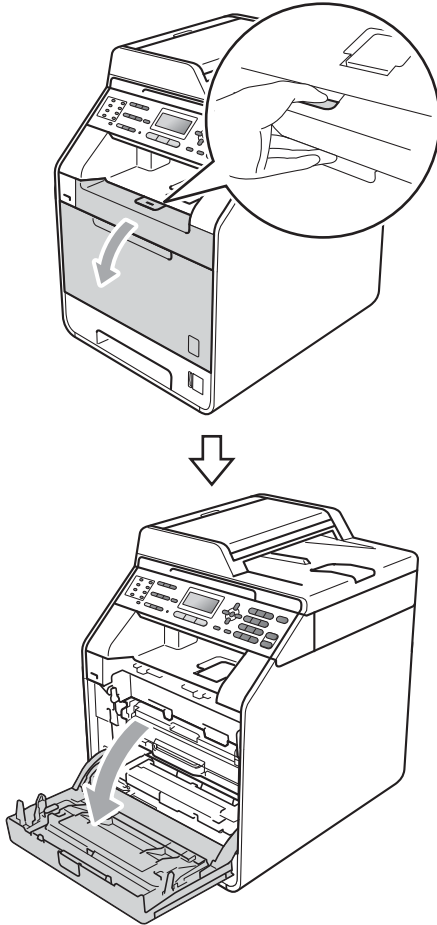


The message in the last line of the LCD indicates which colour you need to replace.

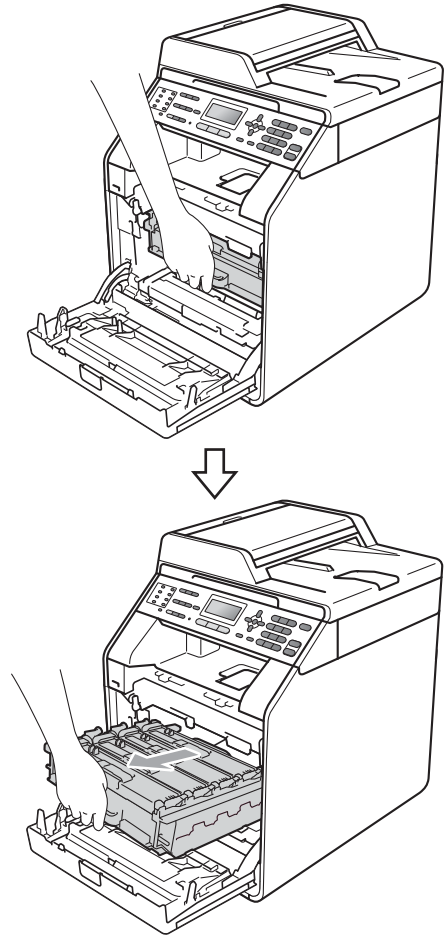
The machine will stop printing until you replace the toner cartridge. A new or unused Brother Original toner cartridge will reset the `Replace Toner` mode.

## Replacing the toner cartridges

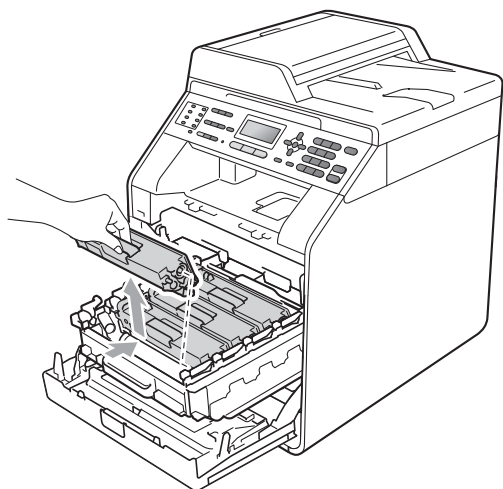
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



- 4 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



## ⚠ WARNING

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray or any type of flammable substance to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

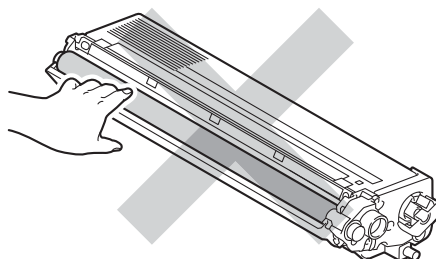
See *To use the product safely* in the *Safety and Legal Booklet* for how to clean the machine.



Be careful not to inhale toner.

## ! IMPORTANT

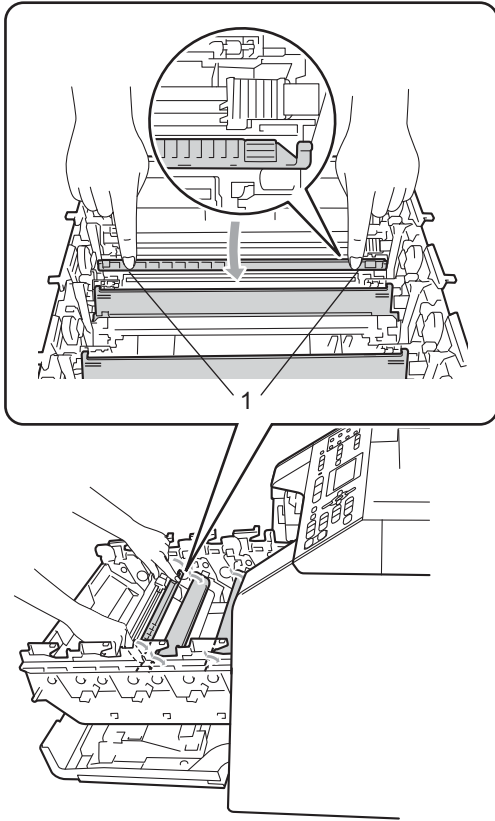
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



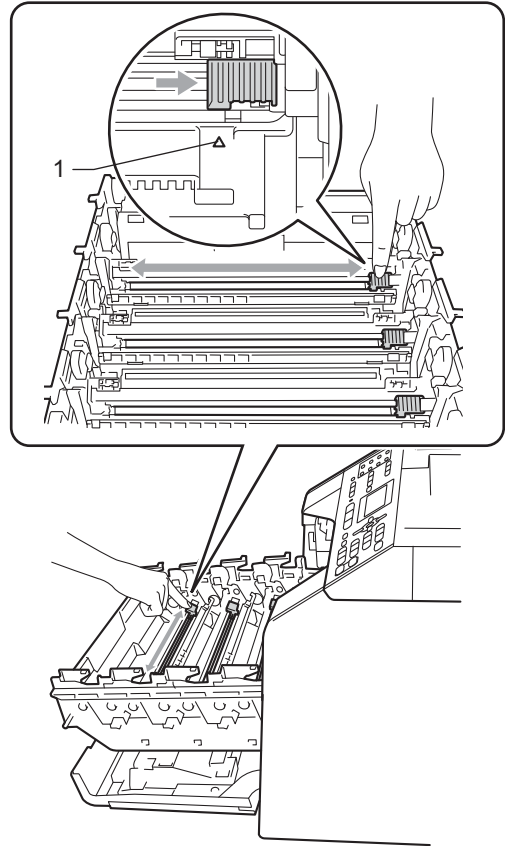
## 📄 Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

- 5 Push to release the latches of the corona wire cover (1), and then open the cover.



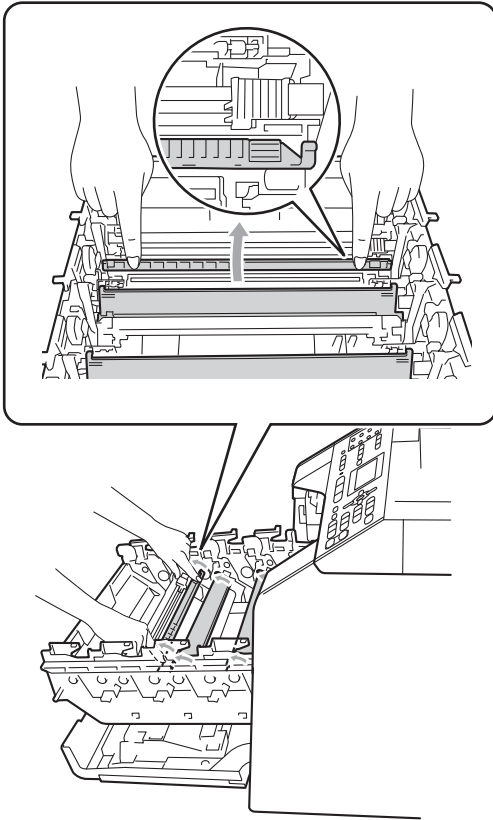
- 6 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



**Note**

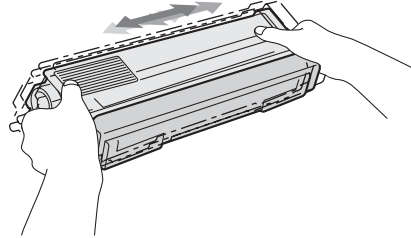
Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

- 7 Close the corona wire cover.



- 8 Repeat steps 5 to 7 to clean each of three remaining corona wires.

- 9 Unpack the new toner cartridge. Gently shake it from side to side several times to distribute the toner evenly inside the cartridge.

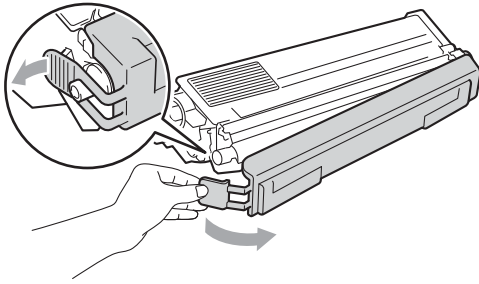


### ! IMPORTANT

- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other part of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.

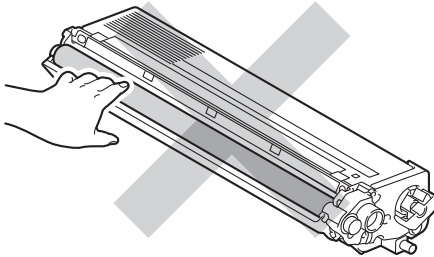


- 10 Pull off the protective cover.

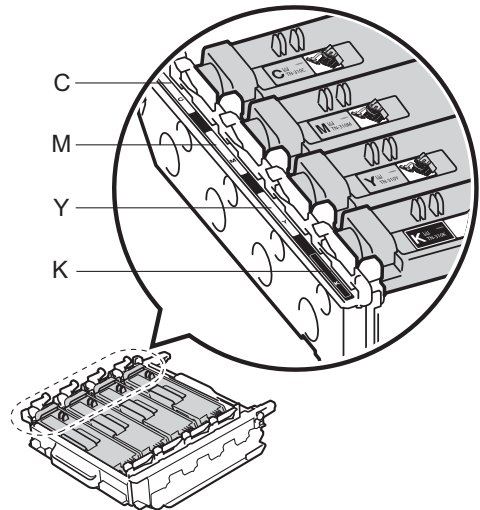
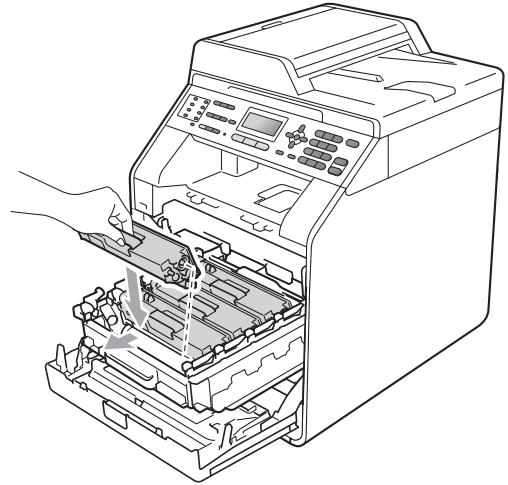


**! IMPORTANT**

Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, **DO NOT** touch the shaded parts shown in the illustrations.

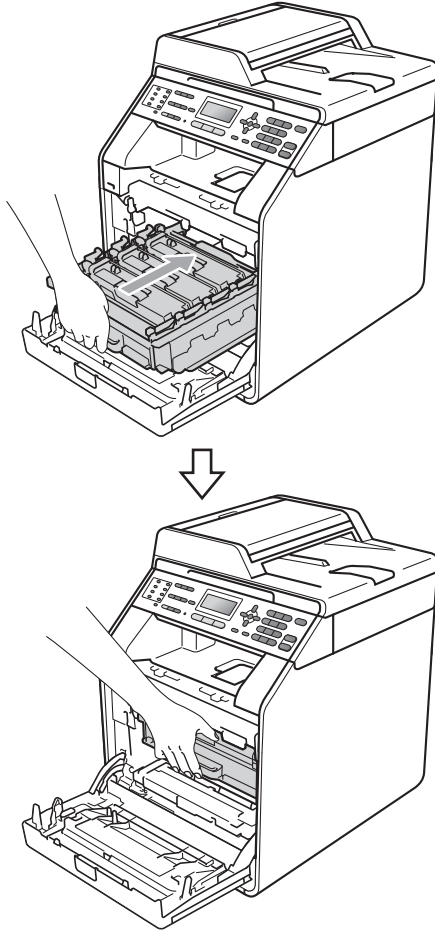


- 11 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



C - Cyan                      M - Magenta  
 Y - Yellow                    K - Black

- 12 Push the drum unit in until it stops.



- 13 Close the front cover of the machine.



#### Note

After you replace a toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the `Please Wait` message and returns to Ready mode.

## Replacing the drum unit

Model name: DR-340CL

A new drum unit can print approximately 25,000 A4 or Letter size single-sided pages.

### ! IMPORTANT

For best performance, use a Brother Original drum unit and Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum or toner unit.

### Drum Error



The corona wires have become dirty. Clean the corona wires in the drum unit. (See *Cleaning the corona wires* on page 99.)

If you cleaned the corona wires and `Drum Error` was not cleared then the drum unit is at the end of its life. Replace the drum unit with a new one.

### Replace Drum



The drum unit has exceeded its rated life. Please replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

## Drum Stop



Drum Stop

We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

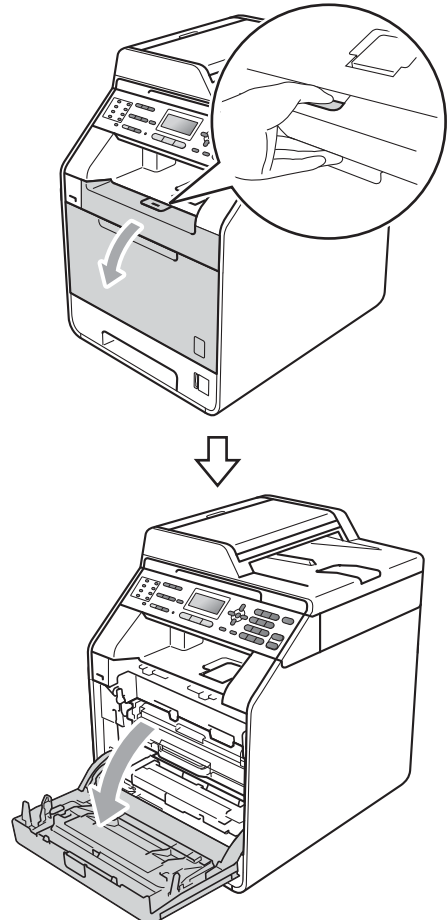
After replacement, reset the drum counter by following the instructions included with the new drum unit.

## Replacing the drum unit

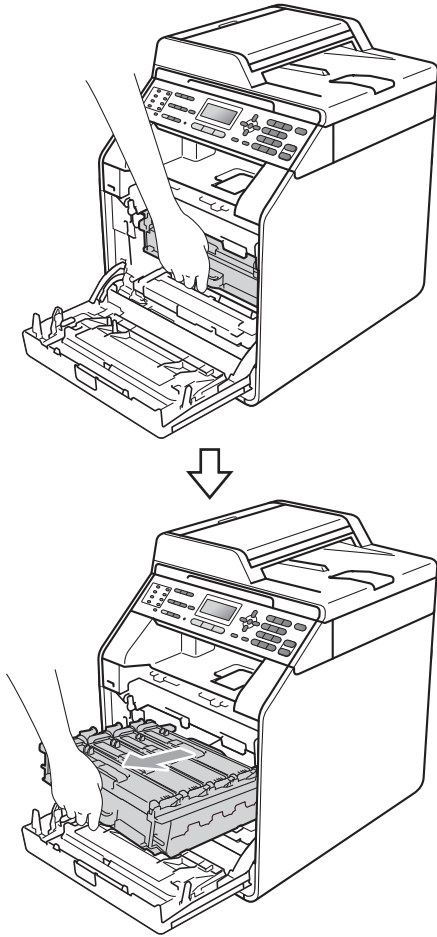
### ! IMPORTANT

- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning and Checking the machine* on page 93.)

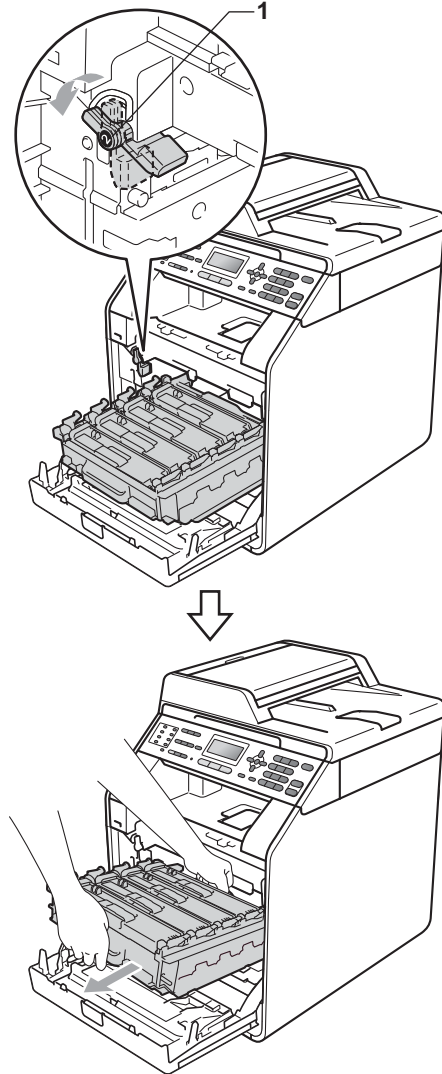
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

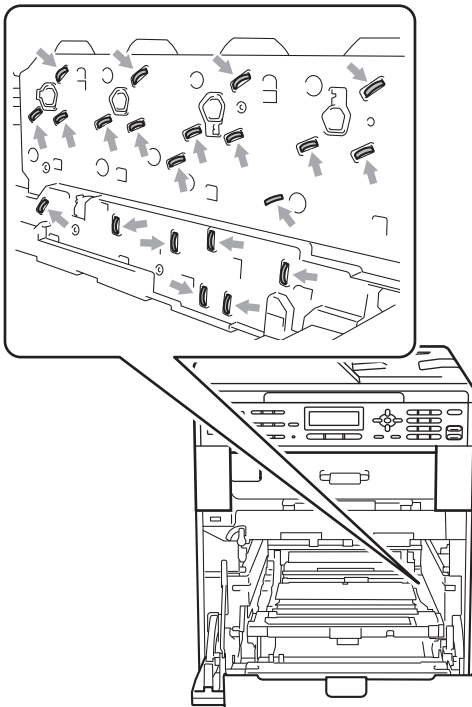


- 4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



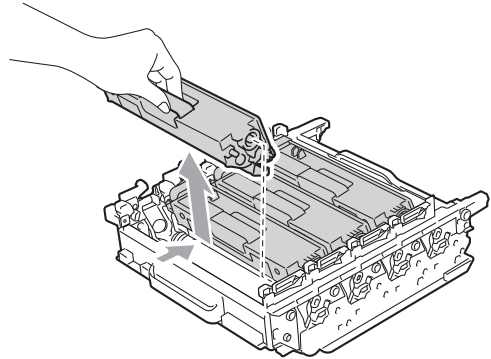
## ! IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.

- 5 Hold the handle of the toner cartridge and slightly push it to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



## ! WARNING

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.

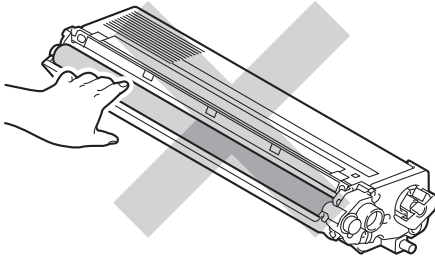
See *To use the product safely* in the *Safety and Legal Booklet* for how to clean the machine.



Be careful not to inhale toner.

## ! IMPORTANT

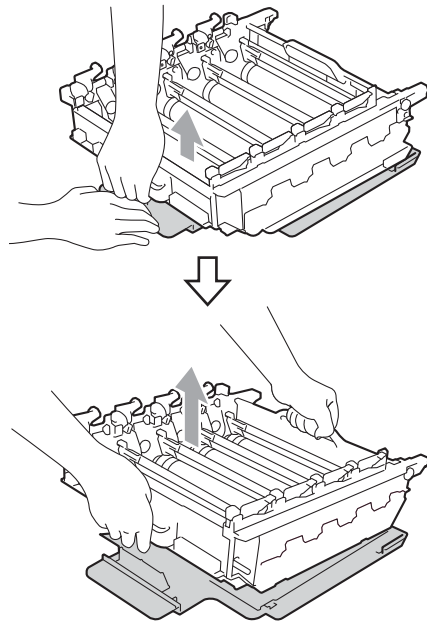
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



### Note

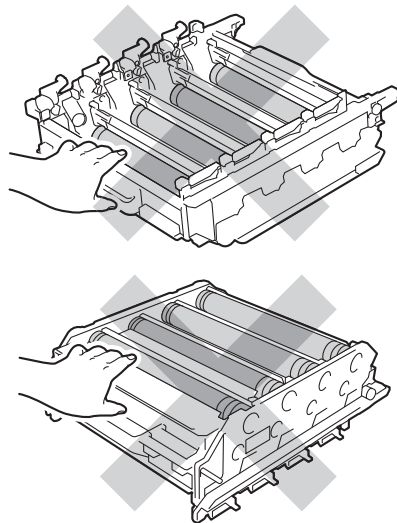
- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.
- If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

- 6 Unpack the new drum unit and remove the protective cover.



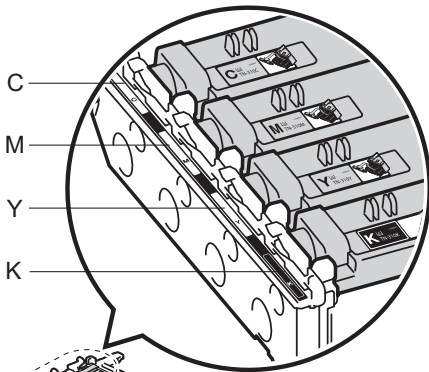
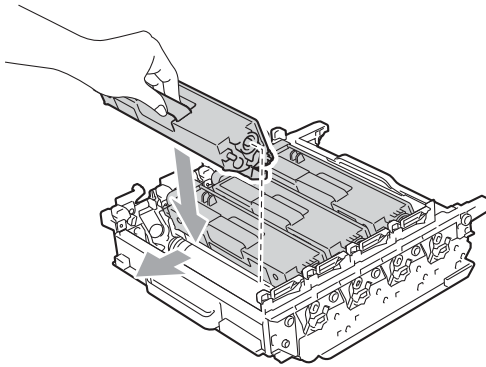
## ! IMPORTANT

- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



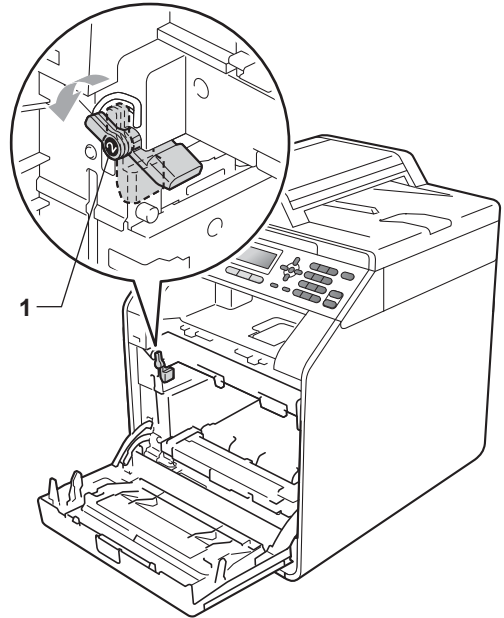
- Unpack the drum unit just before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

- 7** Hold the handle of the toner cartridge and slide the toner cartridge into the new drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.

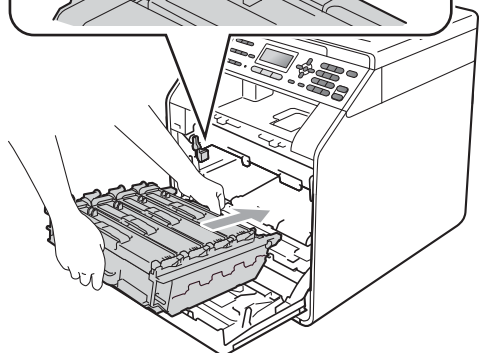
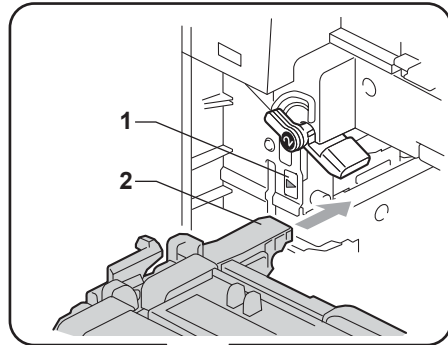


C - Cyan  
M - Magenta  
Y - Yellow  
K - Black

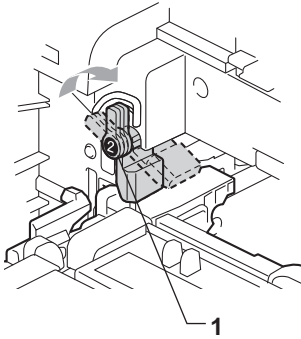
- 8** Make sure the green lock lever (1) is in the release position as shown in the illustration.



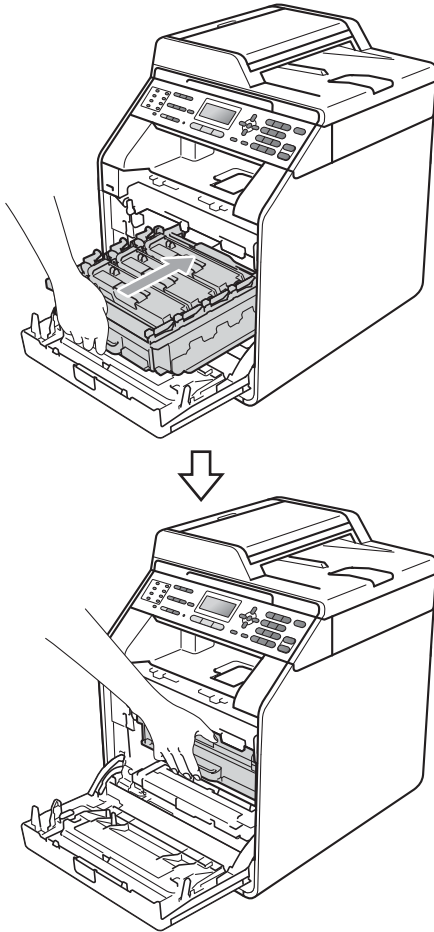
- 9** Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 10 Turn the green lock lever (1) clockwise to the lock position.



- 11 Push the drum unit in until it stops.



- 12 Close the front cover of the machine.

### Resetting the drum counter

When you replace a drum unit with a new one, you need to reset the drum counter by completing the following steps:

- 1 Press **Menu**, **8**, **4**.
- 2 Press **▲** or **▼** to choose **Drum**. Press **OK**.
- 3 Press **1** to reset the drum unit counter.
- 4 Press **Stop/Exit**.



## Replacing the belt unit

Model name: BU-300CL

A new belt unit can print approximately 50,000 A4 or Letter size single-sided pages.

### Replace Belt

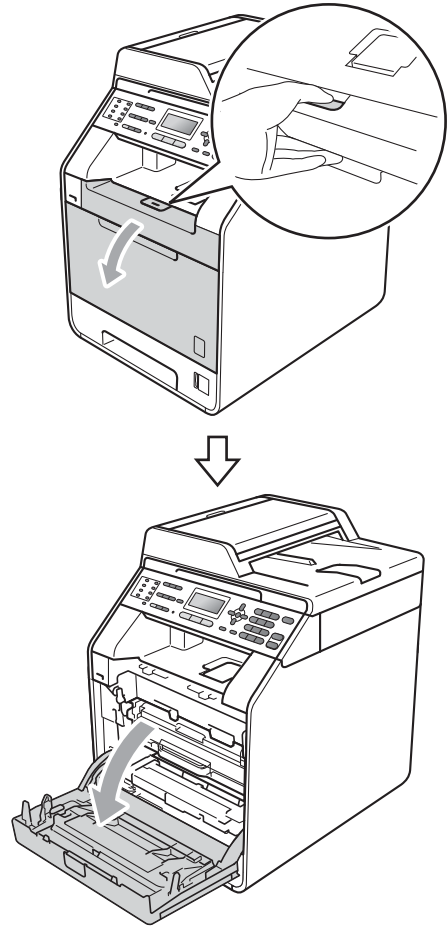
When the following message appears on the LCD, you need to replace the belt unit:



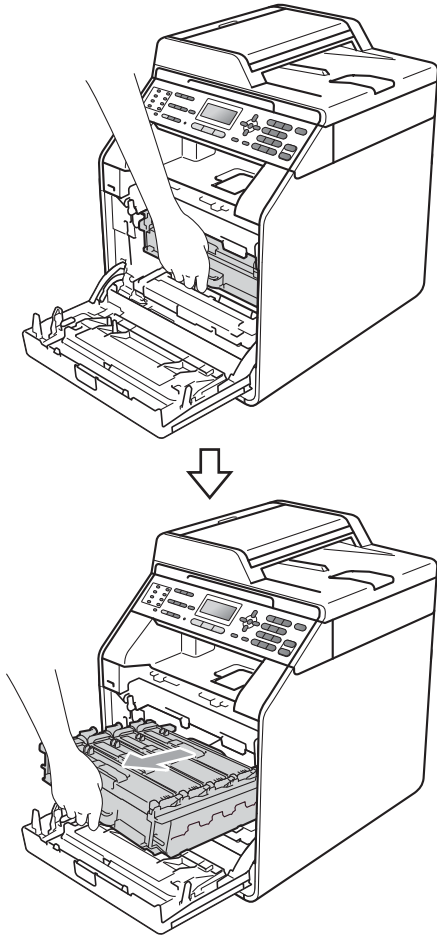
### ! IMPORTANT

- DO NOT touch the surface of the belt unit. If you touch it, it could degrade print quality.
- Damage caused by incorrect handling of the belt unit may void your warranty.

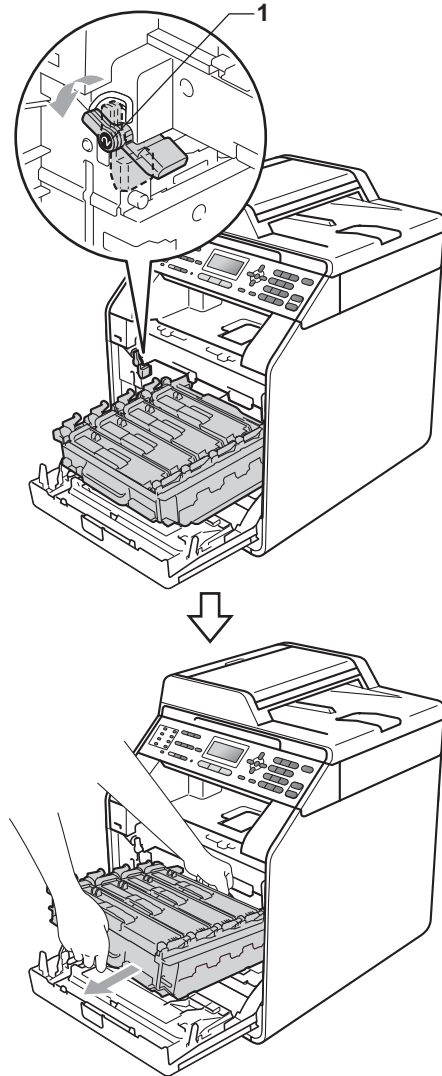
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

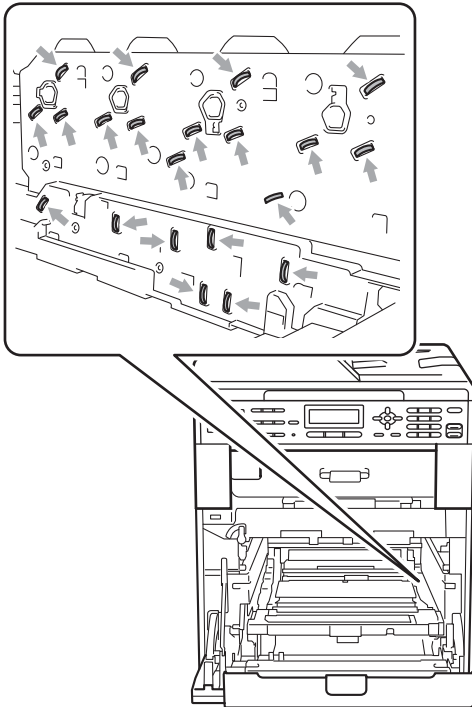


- 4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



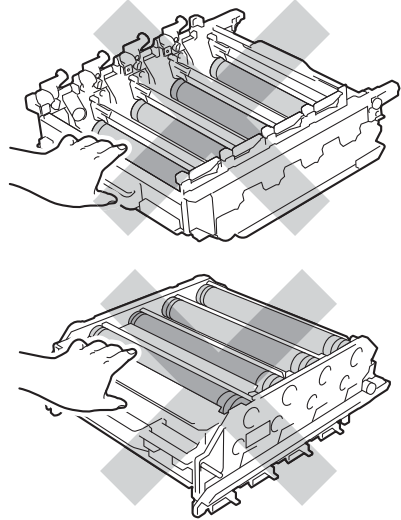
## ! IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

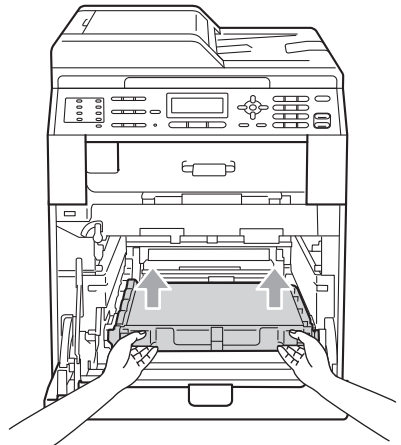


- Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.

- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



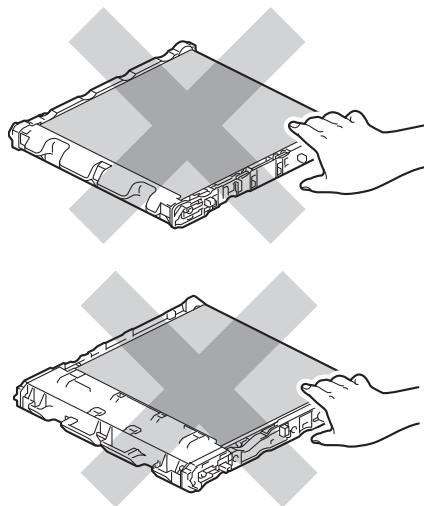
- 5 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.



A

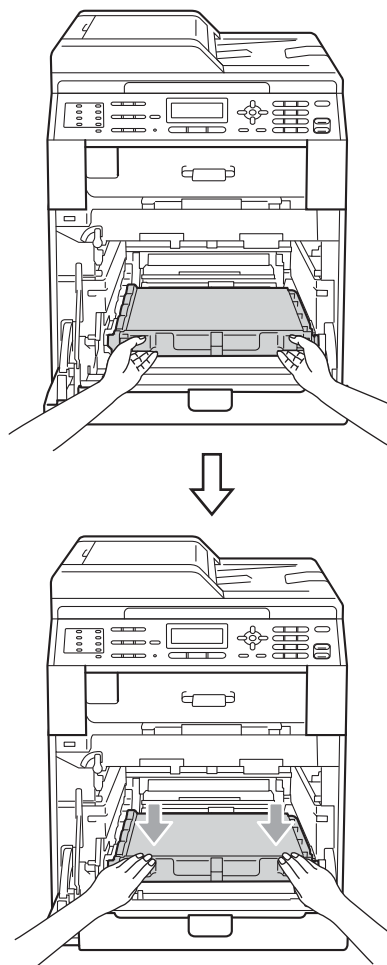
**! IMPORTANT**

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.

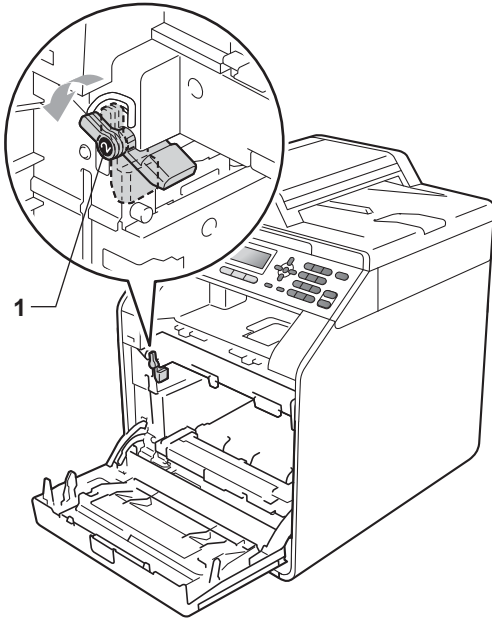


**6** Unpack the new belt unit.

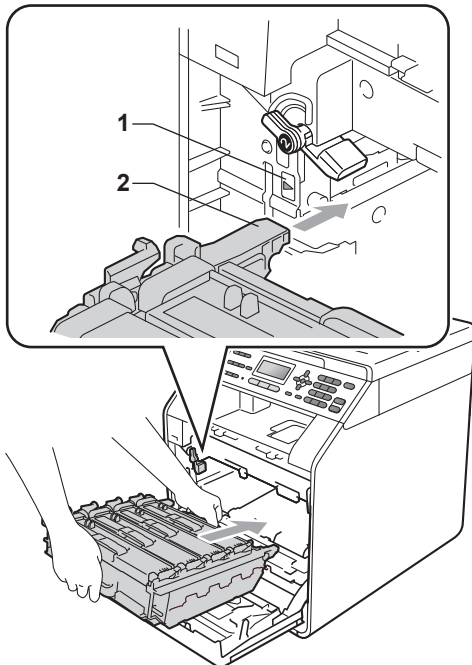
**7** Put the new belt unit back in the machine. Make sure the belt unit is level and fits firmly into place.



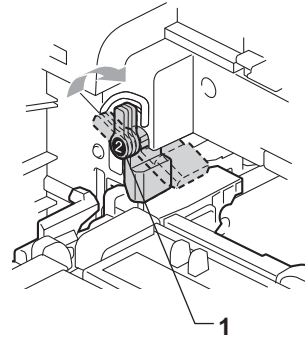
- 8 Make sure the green lock lever (1) is in the release position as shown in the illustration.



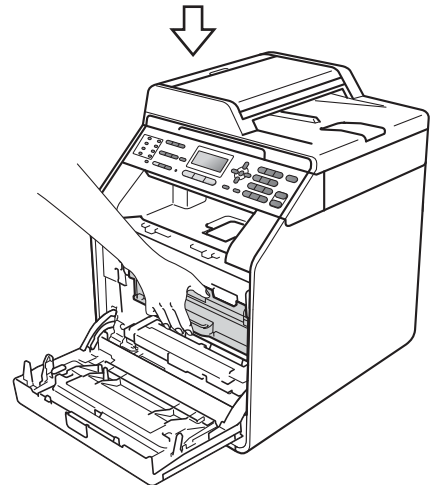
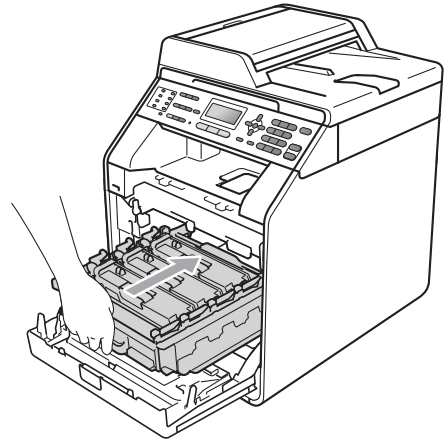
- 9 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 10 Turn the green lock lever (1) clockwise to the lock position.



- 11 Push the drum unit in until it stops.



- 12 Close the front cover of the machine.

A

## Resetting the belt unit counter

When you replace a belt unit with a new one, you need to reset the belt unit counter by completing the following steps:

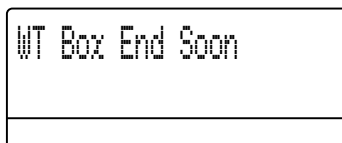
- 1 Press **Menu**, **8**, **4**.
- 2 Press **▲** or **▼** to select **Belt Unit**. Press **OK**.
- 3 Press **1** to reset the belt unit counter.
- 4 Press **Stop/Exit**.

## Replacing the waste toner box

Model name: WT-300CL

A new waste toner box can print approximately 50,000 A4 or Letter size single-sided pages.

### WT Box End Soon



If the LCD shows **WT Box End Soon**, it means the waste toner box is near the end of its life. Buy a new waste toner box and have it ready before you get a **Replace WT Box** message.

### Replace WT Box

When the following message appears on the LCD, you need to replace the waste toner box:



### **WARNING**

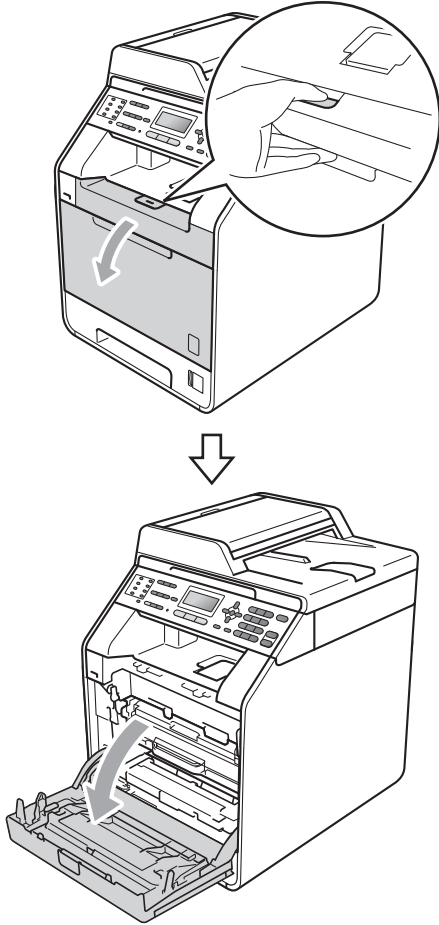
DO NOT put the waste toner box into a fire. It could explode.

Be careful not to spill the toner. DO NOT inhale or allow it to get into your eyes.

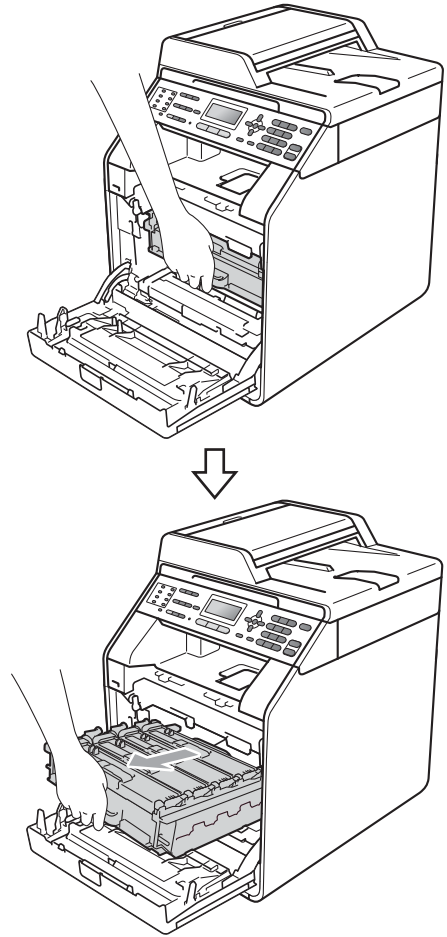
### **IMPORTANT**

DO NOT reuse the waste toner box.

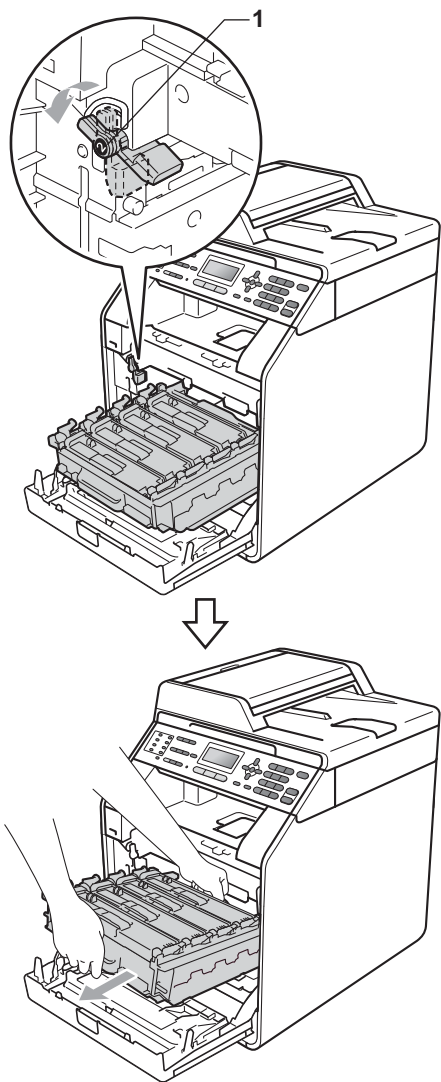
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

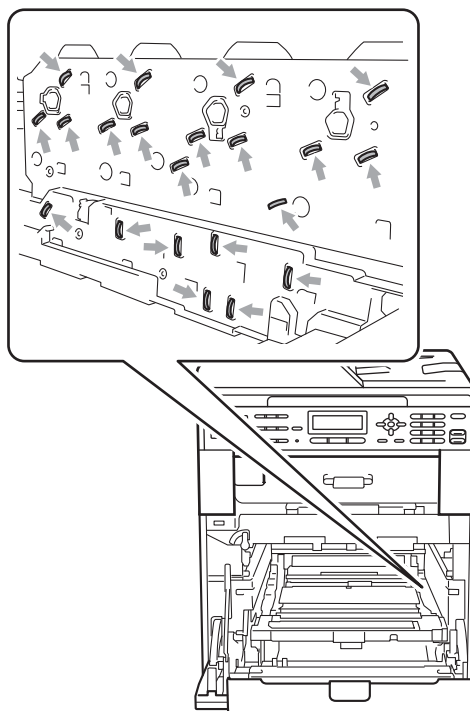


- 4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



## ! IMPORTANT

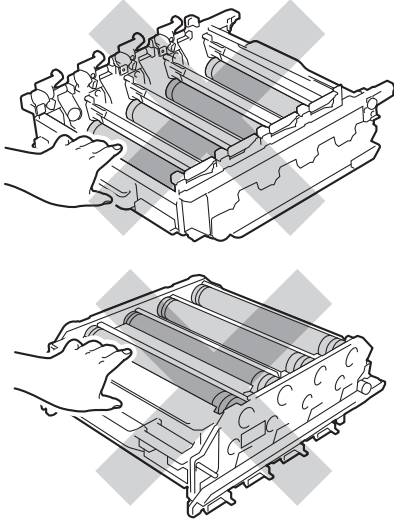
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.

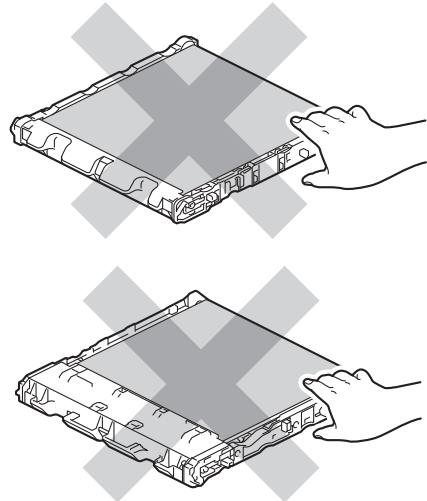


- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

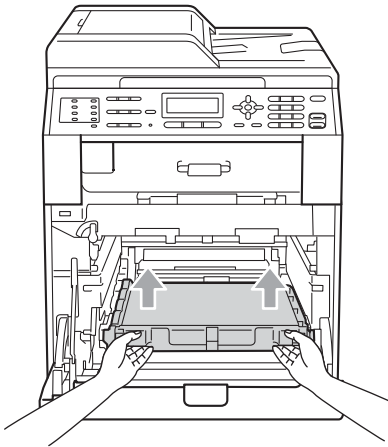


**! IMPORTANT**

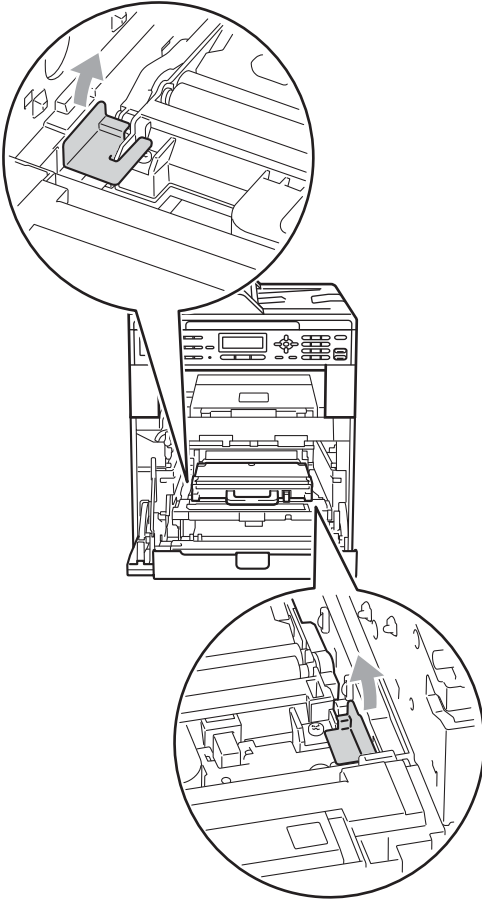
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



- 5 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.



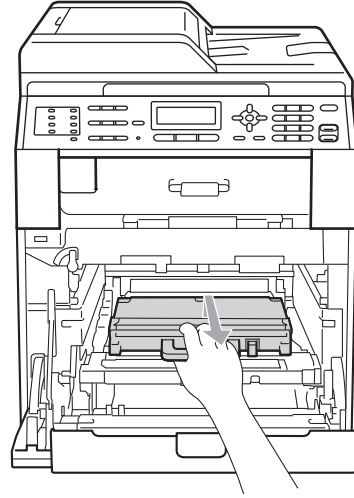
- 6 Remove two pieces of orange packing material and discard them.



 **Note**

This step is only necessary when you are replacing the waste toner box for the first time, and are not required for the replacement waste toner box. The orange packing pieces are installed at the factory to protect your machine during shipment.

- 7 Hold the green handle of the waste toner box and remove the waste toner box from the machine.



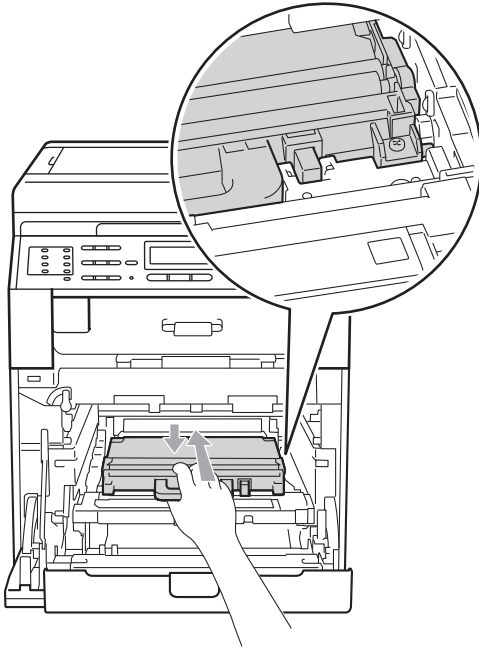
 **CAUTION**

Handle the waste toner box carefully in case you accidentally spill or scatter toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.

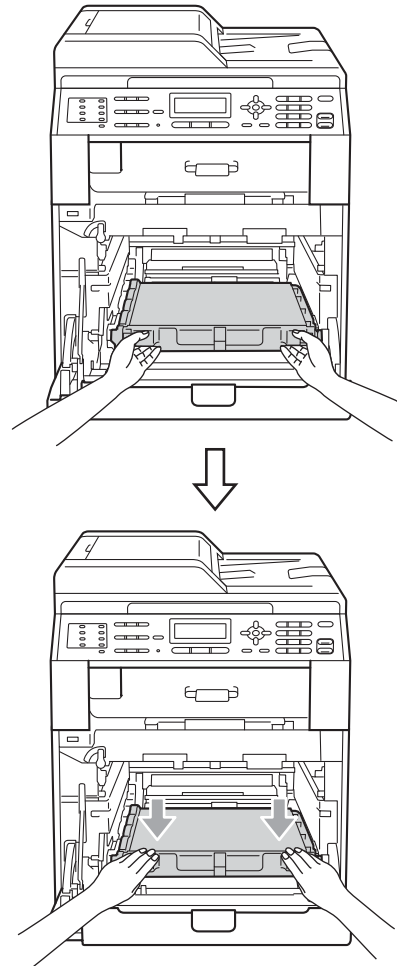
 **Note**

Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

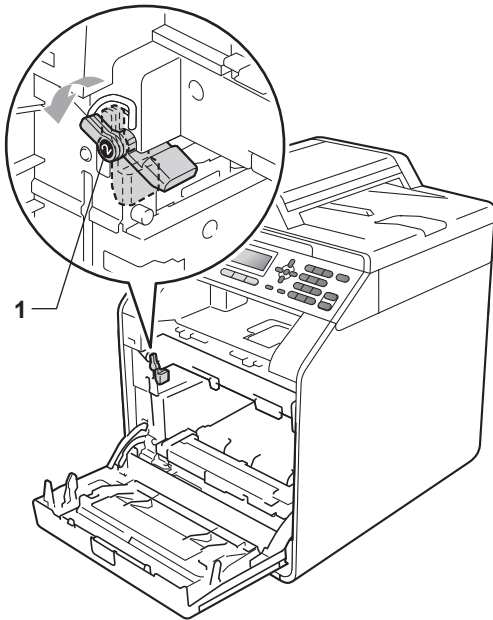
- 8 Unpack the new waste toner box and put the new waste toner box in the machine using the green handle. Make sure the waste toner box is level and fits firmly into place.



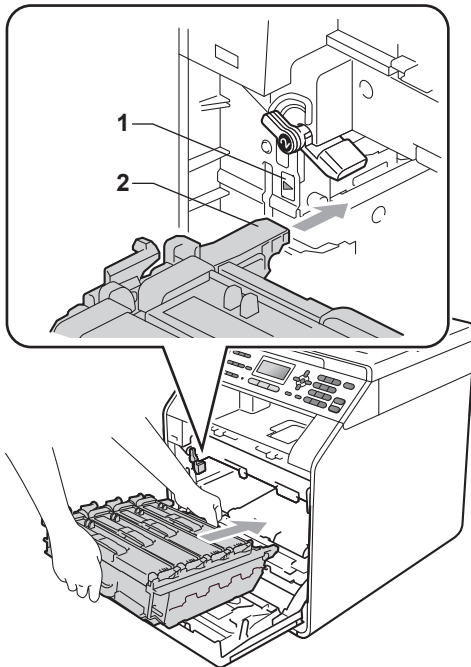
- 9 Put the belt unit back into the machine. Make sure the belt unit is level and fits firmly into place.



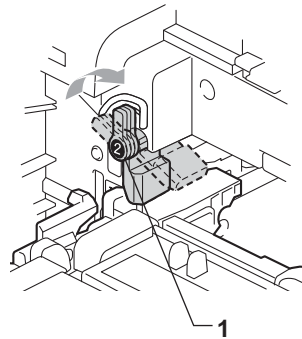
- 10 Make sure the green lock lever (1) is in the release position as shown in the illustration.



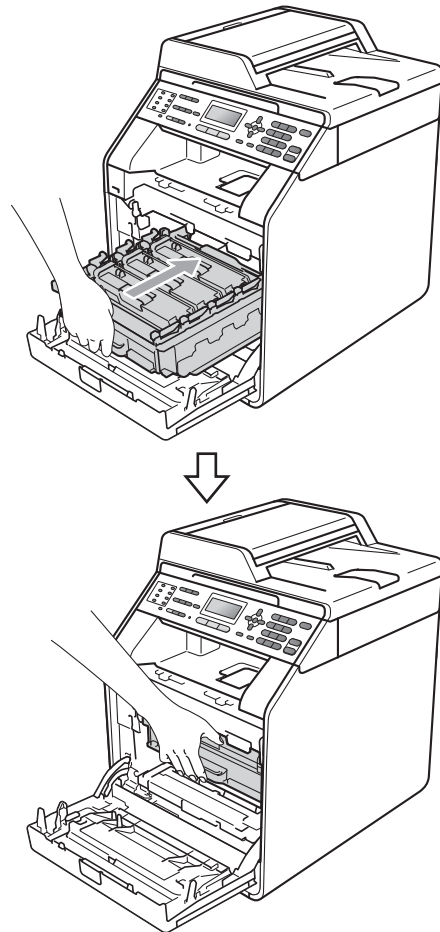
- 11 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 12 Turn the green lock lever (1) clockwise to the lock position.



- 13 Push the drum unit in until it stops.



- 14 Close the front cover of the machine.

## Cleaning and Checking the machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth. When you replace the toner cartridge or the drum unit, make sure that you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

### WARNING

DO NOT use any flammable substances, spray or organic solvent/liquids containing alcohol/ammonia to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.



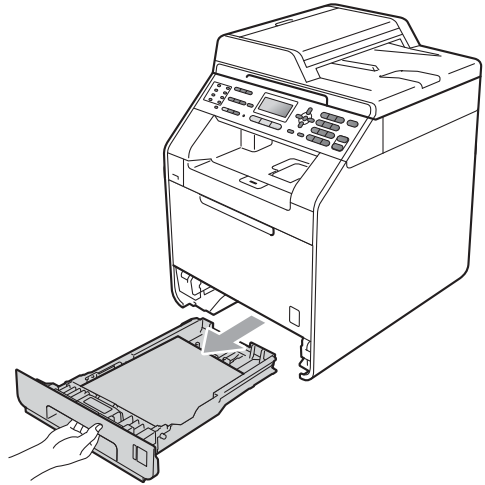
Be careful not to inhale toner.

### IMPORTANT

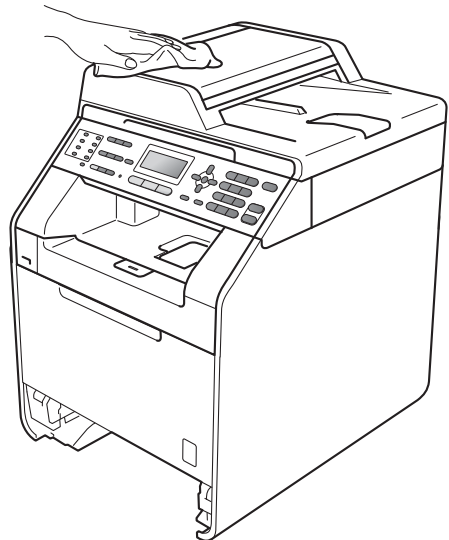
Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.

## Cleaning the outside of the machine

- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Pull the paper tray completely out of the machine.

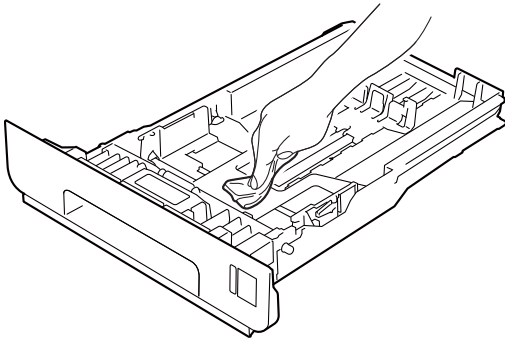


- 3 Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



- 4 Remove any paper that is in the paper tray.

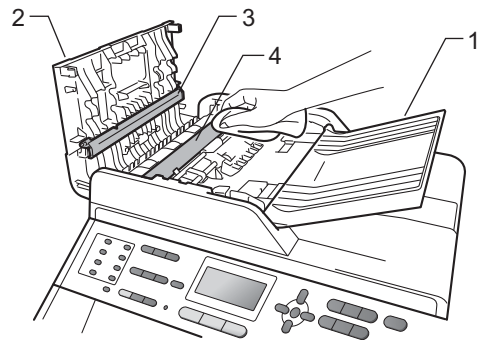
- 5 Wipe the inside and the outside of the paper tray with a dry, lint-free soft cloth to remove dust.



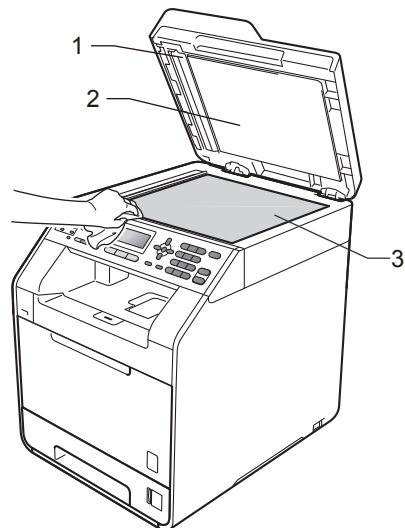
- 6 Re-load the paper and put the paper tray firmly back in the machine.
- 7 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

## Cleaning the scanner glass

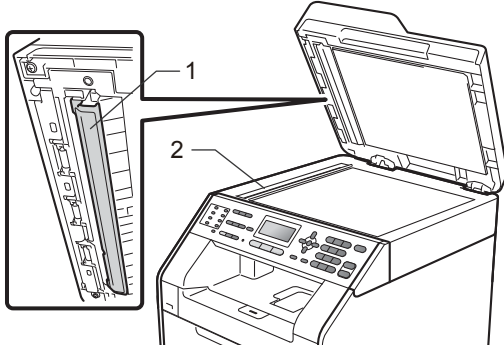
- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 (MFC-9465CDN) Unfold the ADF document support (1) and then open the ADF cover (2). Clean the white bar (3) and the scanner glass strip (4) underneath it with a soft lint-free cloth moistened with water. Close the ADF cover (2) and fold the ADF document support (1).



- 3 Lift the document cover (1). Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth moistened with water.



- 4 In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth moistened with water.



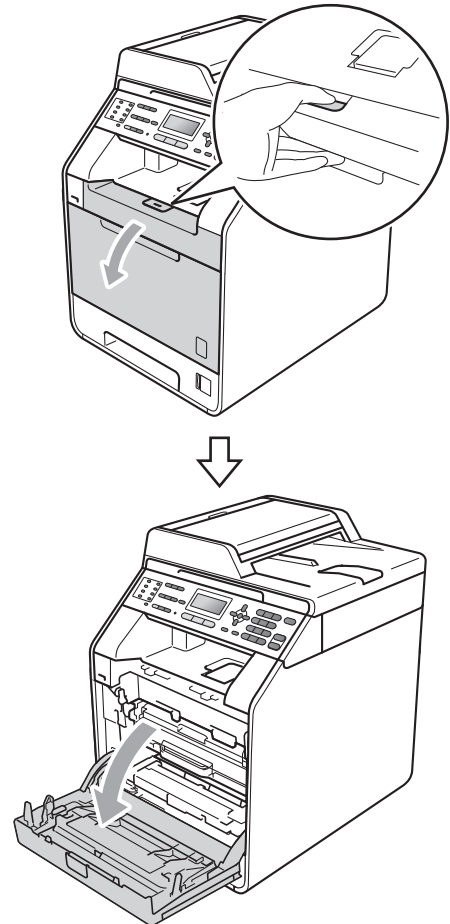
**Note**

In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

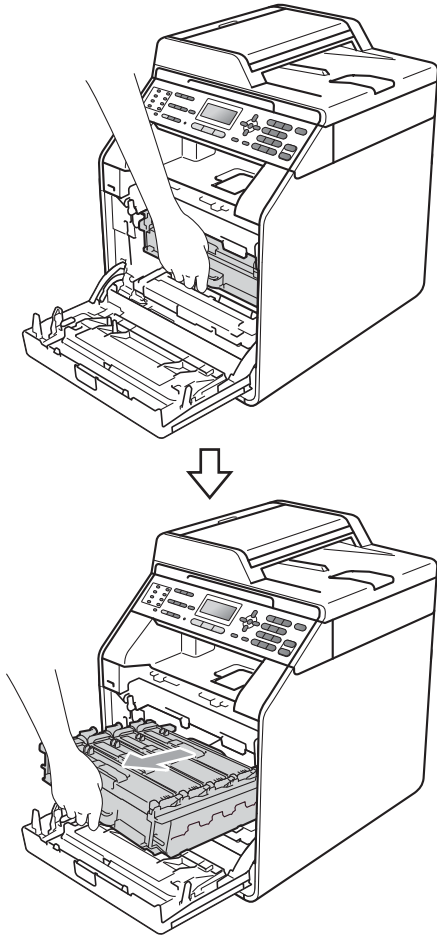
- 5 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

## Cleaning the laser scanner windows

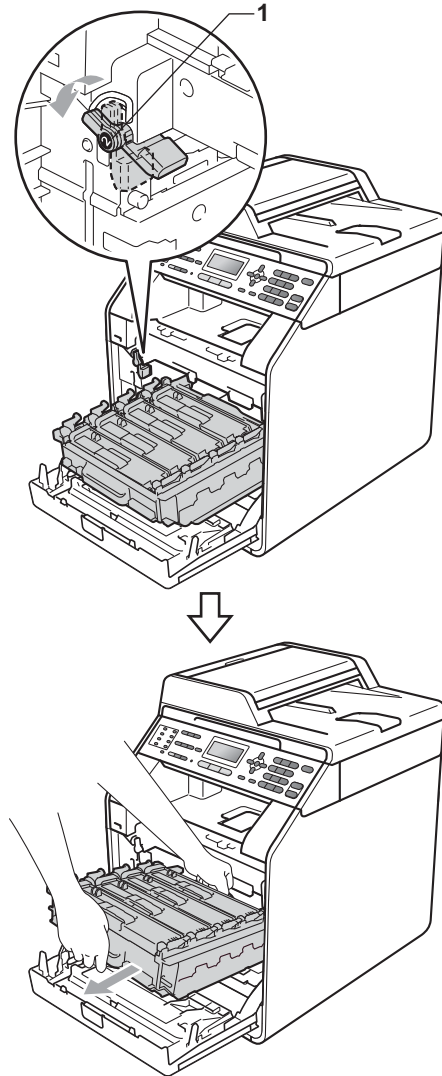
- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



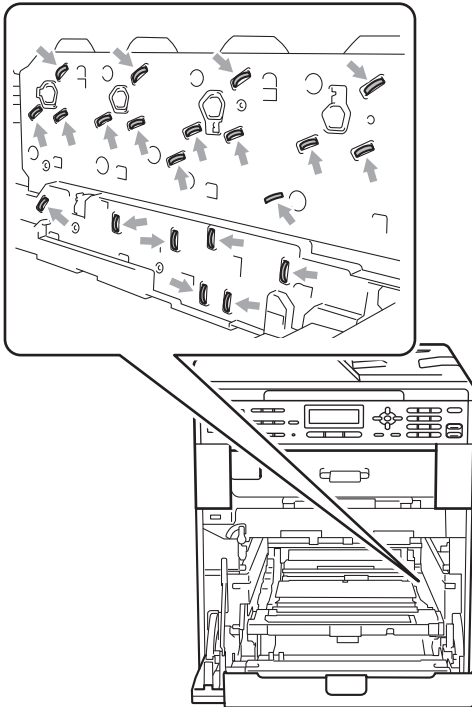
- 4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.





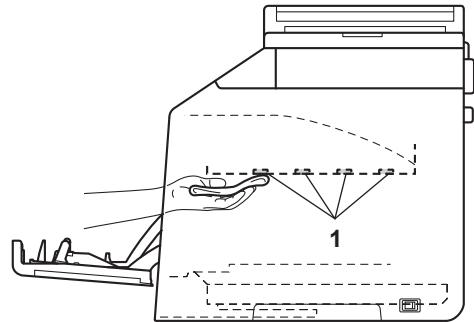
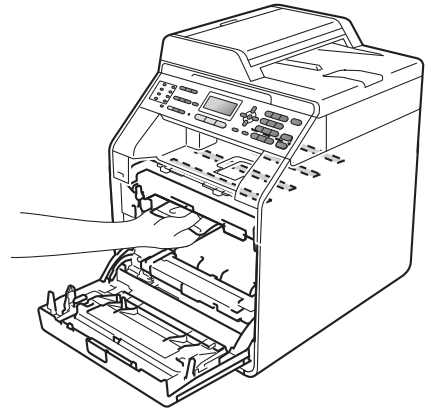
## ! IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

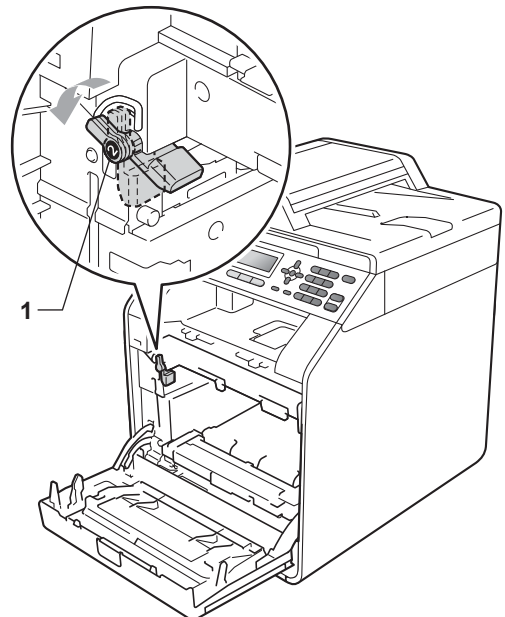


- Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.

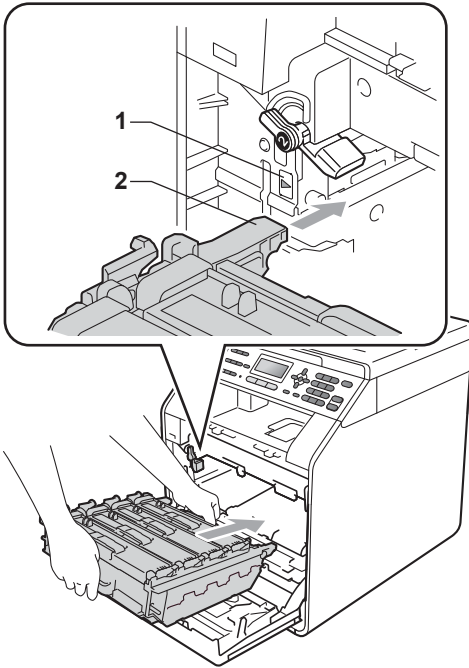
- 5 Wipe the four scanner windows (1) with a dry, lint-free cloth.



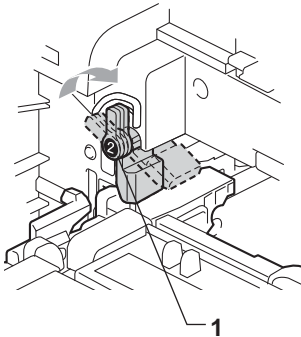
- 6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



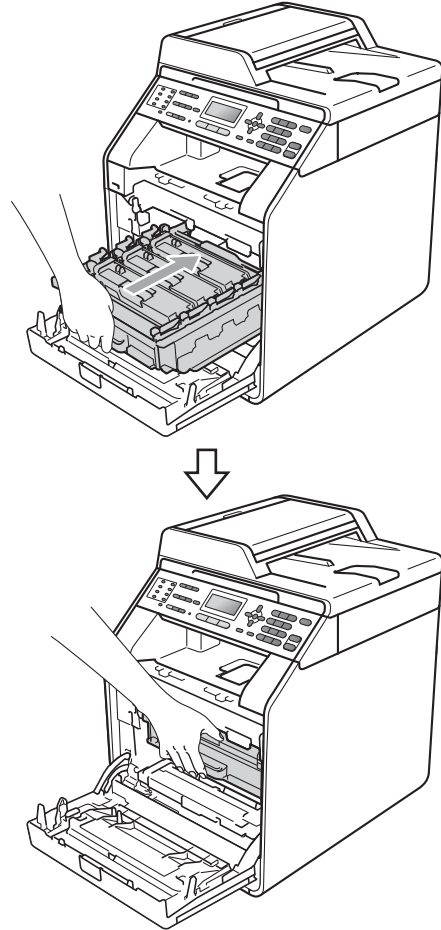
- 7 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 8 Turn the green lock lever (1) clockwise to the lock position.



- 9 Push the drum unit in until it stops.



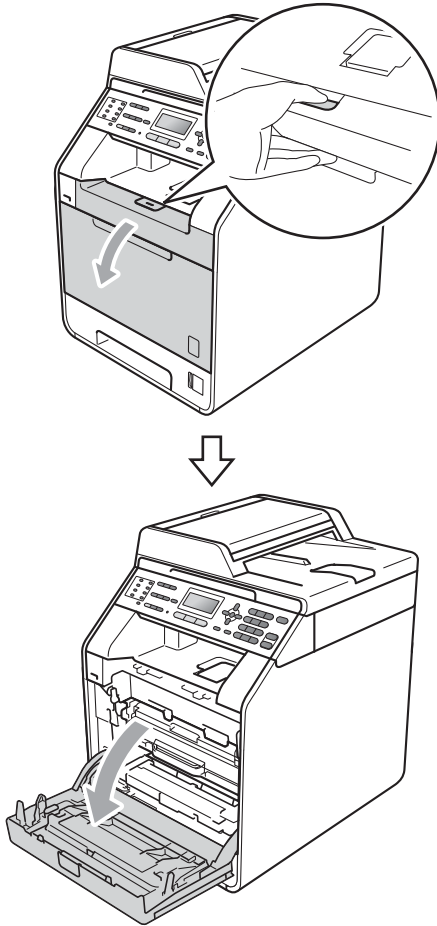
- 10 Close the front cover of the machine.

- 11 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

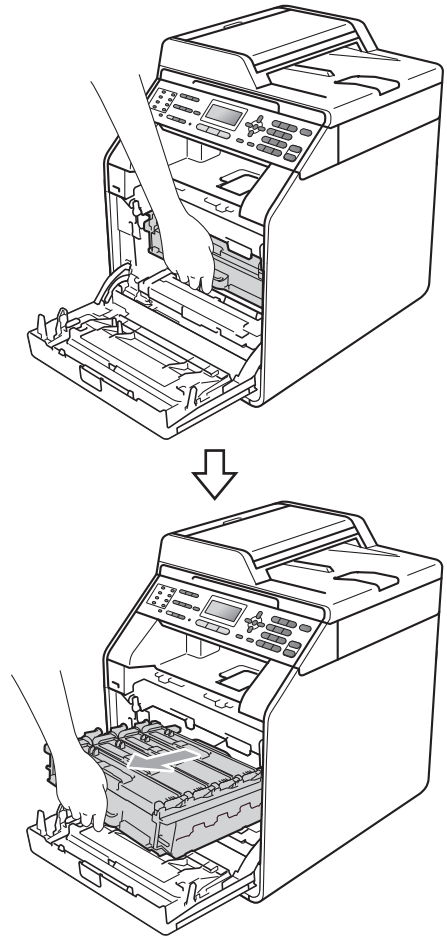
## Cleaning the corona wires

If you have print quality problems, clean the four corona wires as follows:

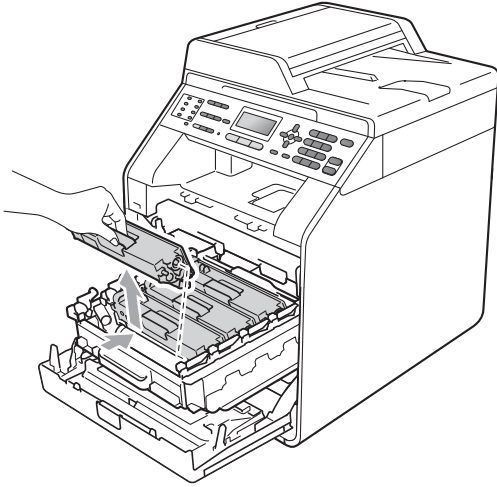
- 1 Press the front cover release button and then open the front cover.



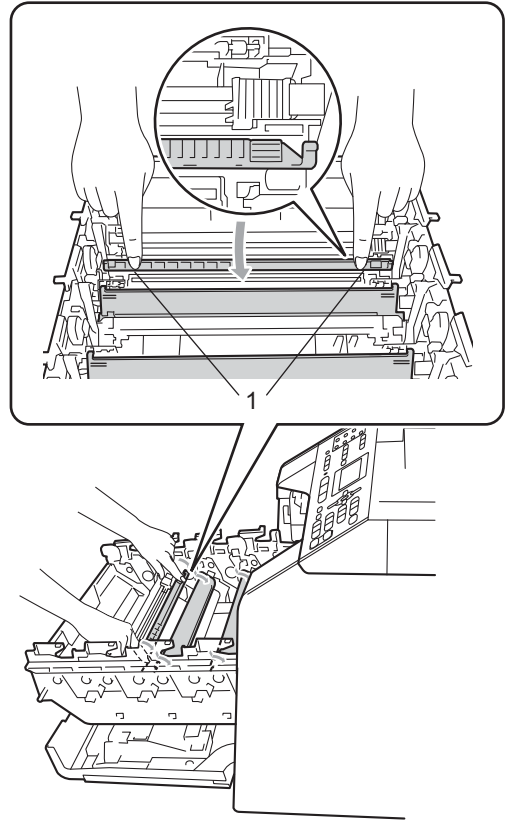
- 2 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



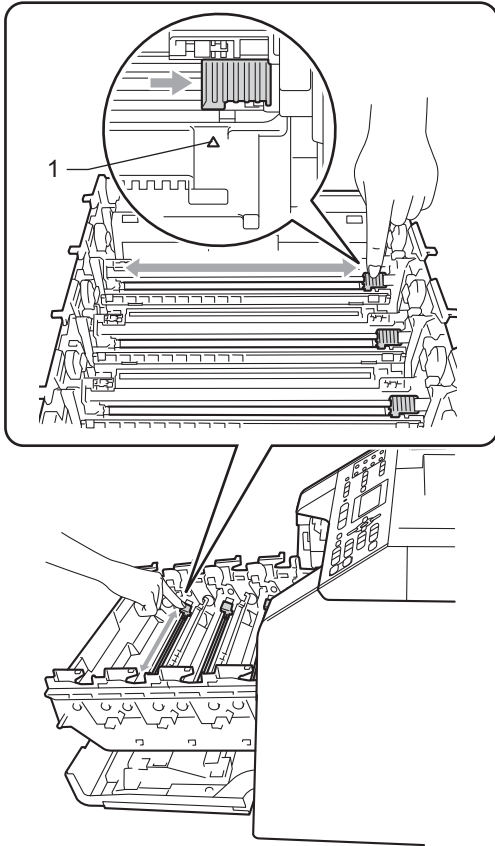
- 3 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



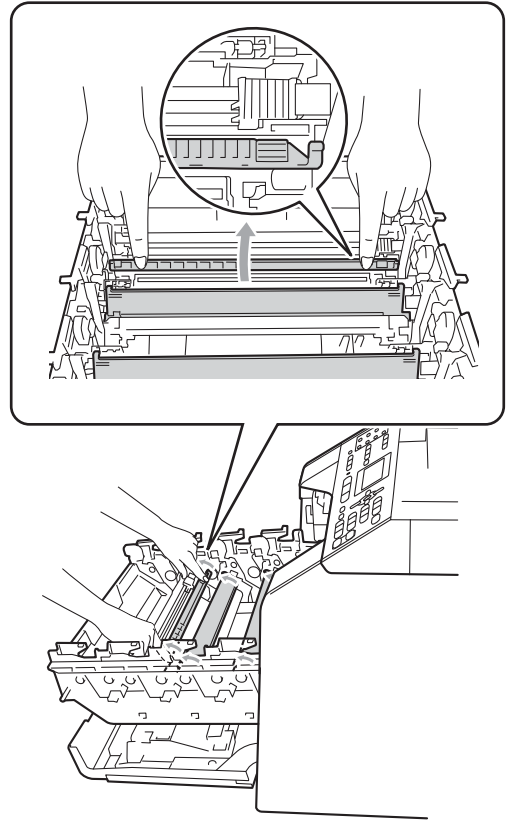
- 4 Push to release the latches of the corona wire cover (1), and then open the cover.



- 5 Clean the corona wire inside the drum unit by gently sliding the green tab from left to right and right to left several times.



- 6 Close the corona wire cover.



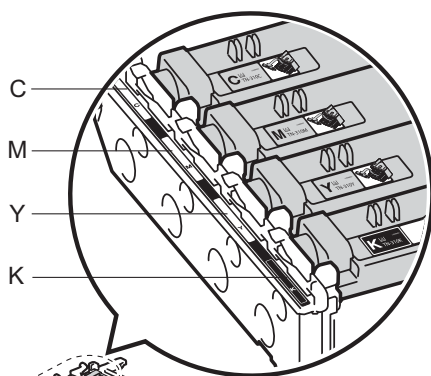
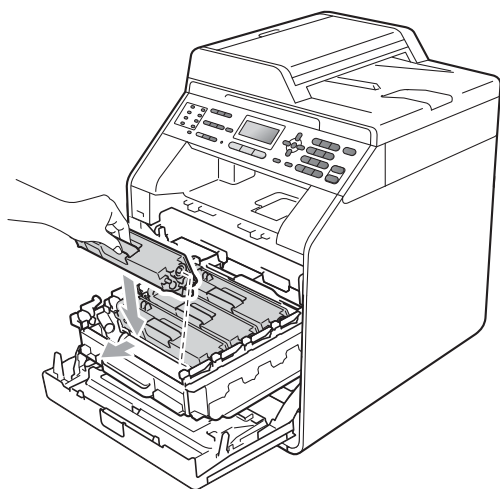
- 7 Repeat steps 4 to 6 to clean each of three remaining corona wires.



**Note**

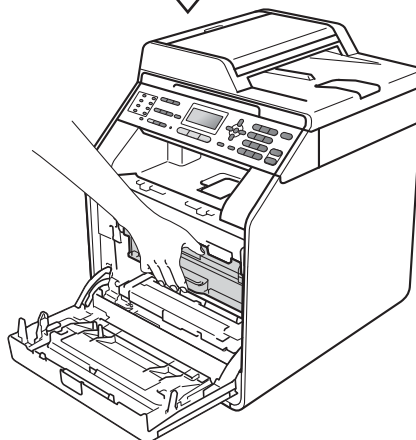
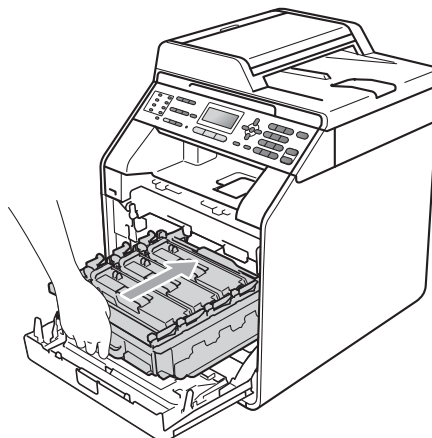
Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

- 8 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



C - Cyan  
M - Magenta  
Y - Yellow  
K - Black

- 9 Push the drum unit in until it stops.

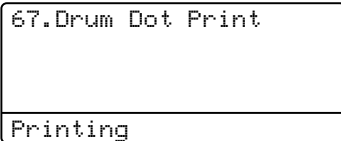


- 10 Close the front cover of the machine.

## Cleaning the drum unit

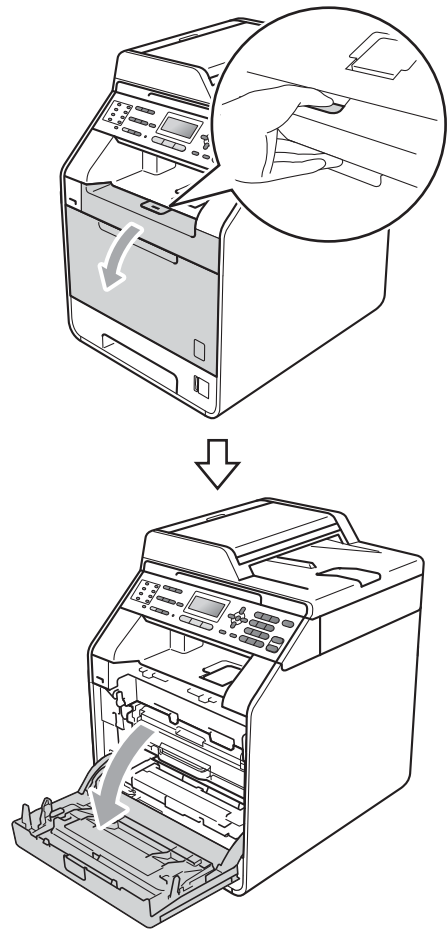
If your printout has coloured dots at 3.7 in. (94 mm) intervals, follow the steps below to solve the problem.

- 1 Make sure that the machine is in the Ready mode. Press **Menu**, **6**, **7**, then press **Mono Start** or **Colour Start** to print the drum dot check sheet.

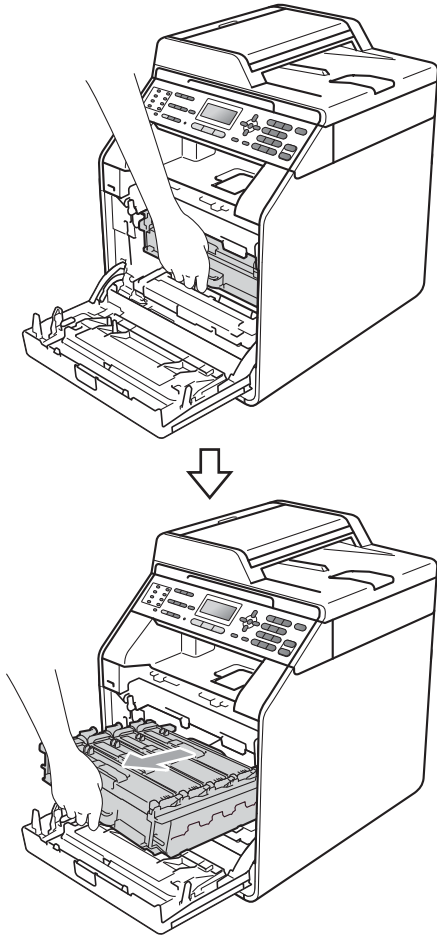


- 2 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.

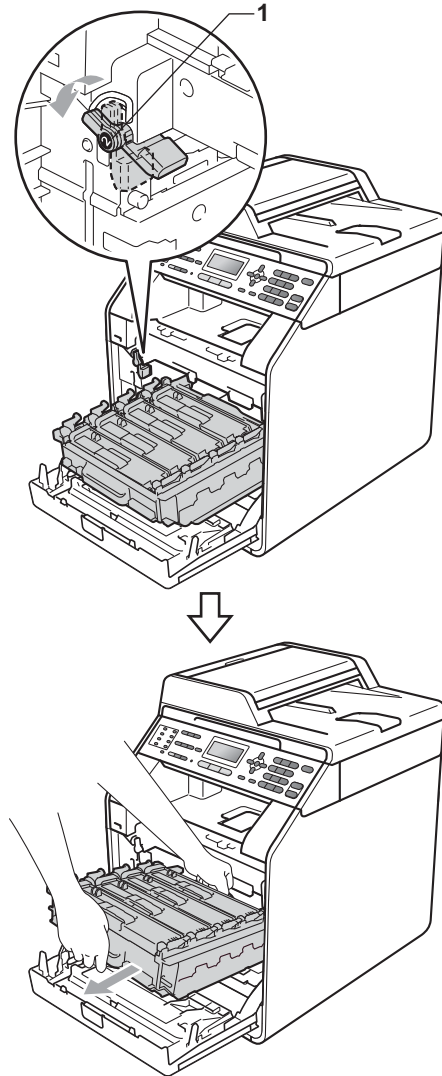
- 3 Press the front cover release button and then open the front cover.



- 4 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



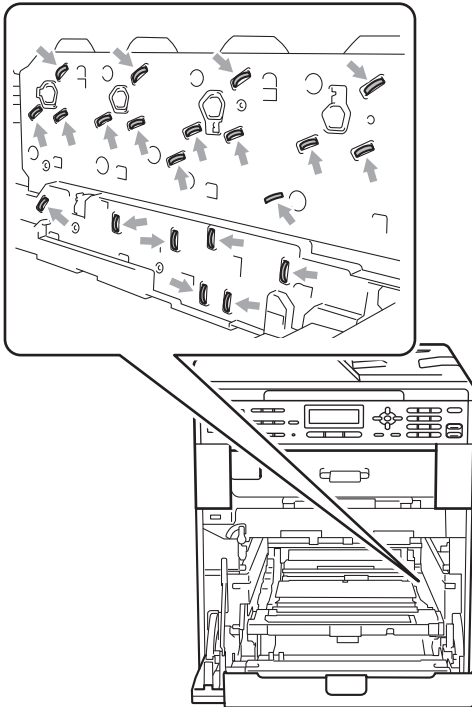
- 5 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.





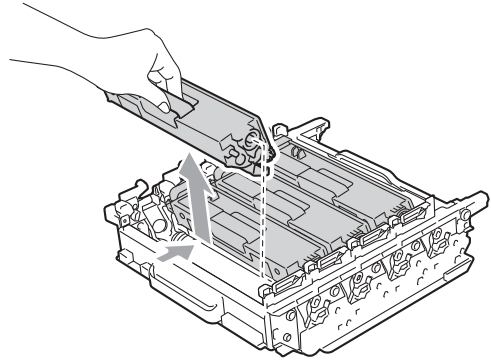
**! IMPORTANT**

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



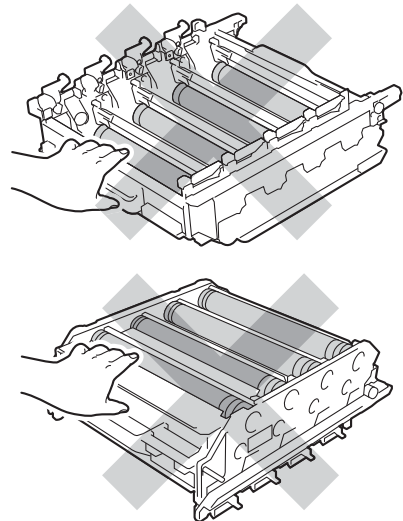
- Hold the green handles of the drum unit when you carry it. **DO NOT** hold the side of the drum unit.

- 6** Hold the handle of the toner cartridge and slightly push it to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



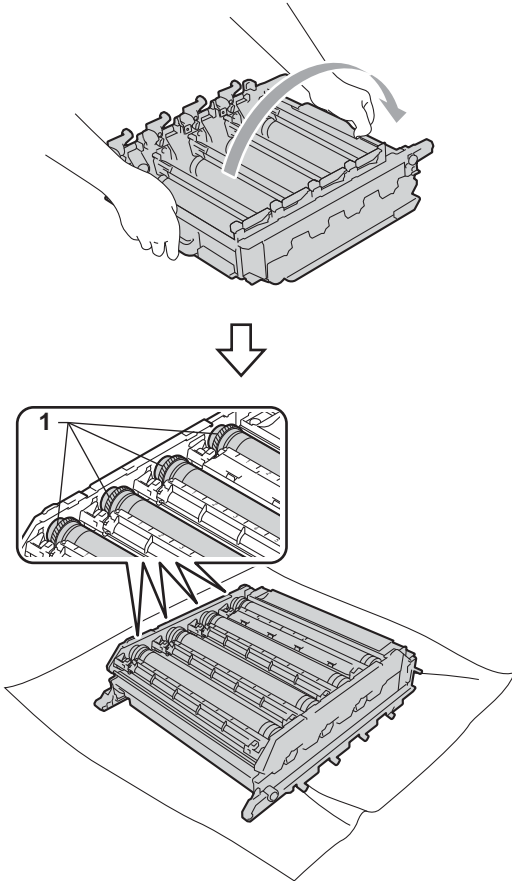
**! IMPORTANT**

To avoid print quality problems, **DO NOT** touch the shaded parts shown in the illustrations.



A

- 7 Turn the drum unit over by holding the green handles. Make sure that the drum unit gears (1) are on the left hand side.



- 8 Note the following information from the drum dot check sheet:

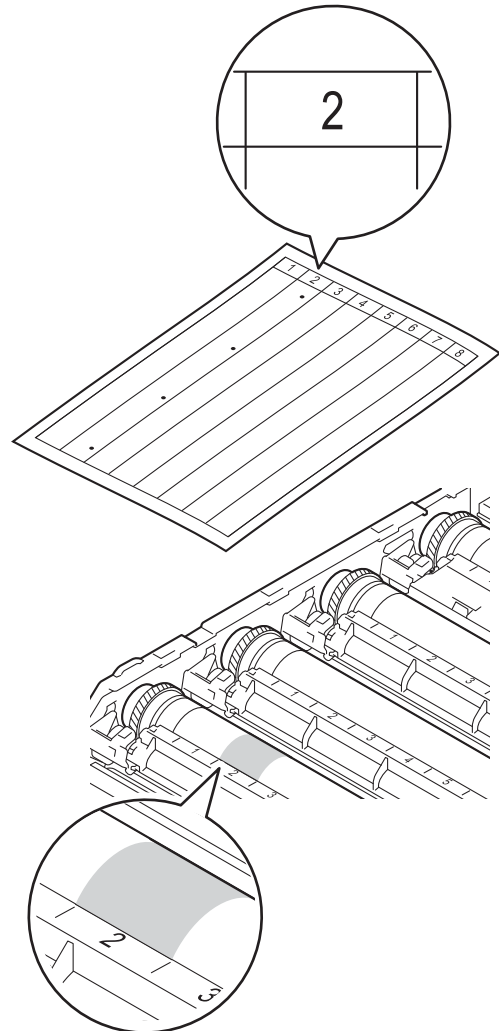
■ Dot colour

For example, a mark on the cyan drum would produce a cyan dot on the check sheet.

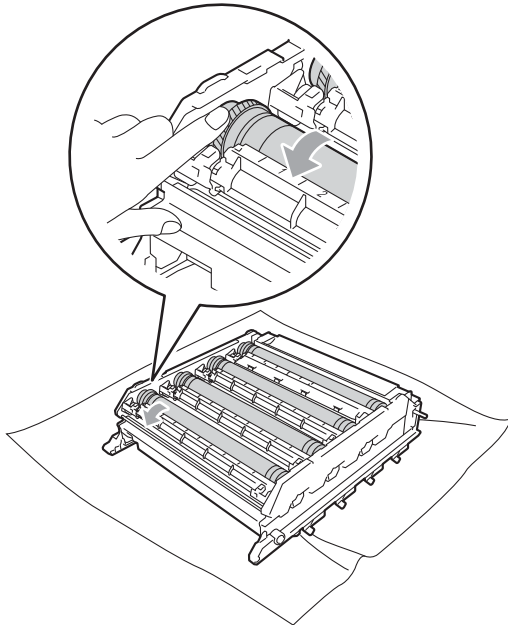
■ Dot location

Note which of the printed columns the dot appears in.

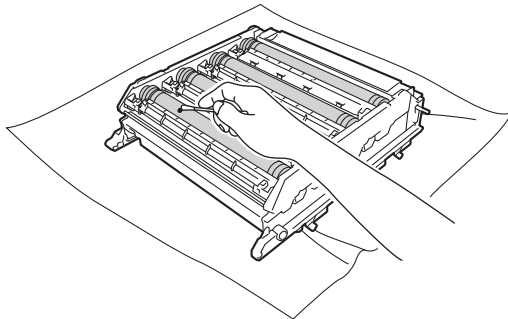
- 9 On the problem colour drum, use the numbered markers next to the drum roller to find the mark. For example, a cyan dot in column 2 on the check sheet would mean that there is a mark on the cyan drum in the "2" region.



- 10 Turn the drum unit gear toward you by hand while looking at the surface of the suspected area.



- 11 When you have found the mark on the drum that matches the drum dot check sheet, wipe the surface of the drum gently with a cotton swab until the mark on the surface comes off.

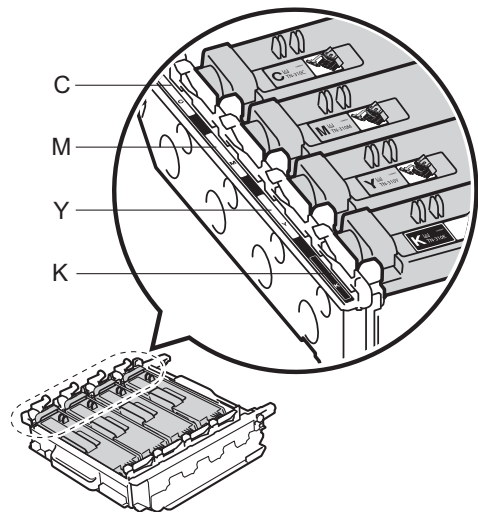
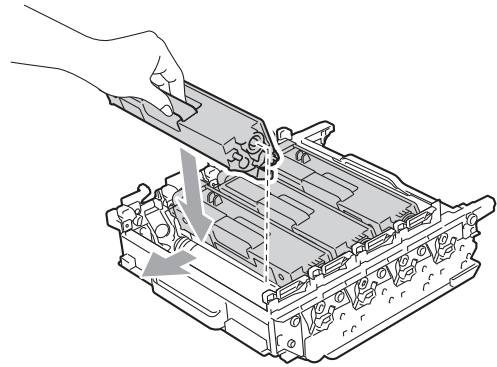


**! IMPORTANT**

DO NOT clean the surface of the photosensitive drum with a sharp object.

- 12 Turn the drum unit over by holding the green handles.

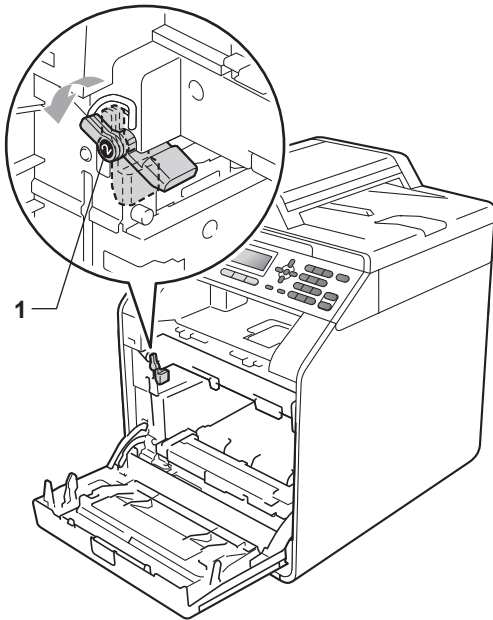
- 13 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



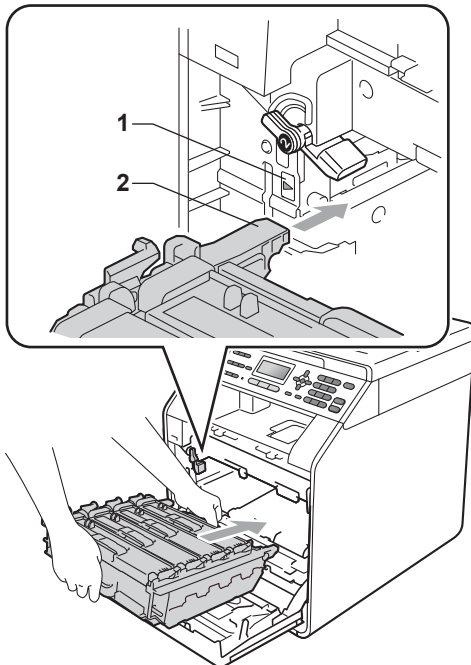
C - Cyan  
Y - Yellow

M - Magenta  
K - Black

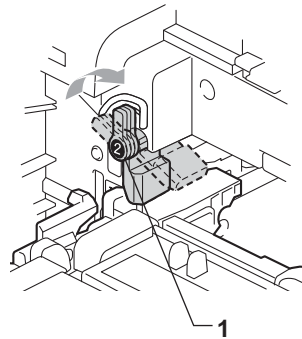
- 14 Make sure the green lock lever (1) is in the release position as shown in the illustration.



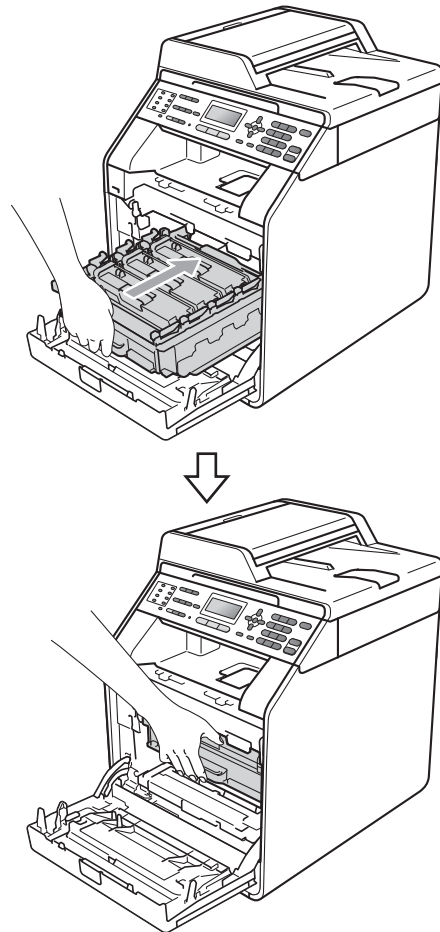
- 15 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 16 Turn the green lock lever (1) clockwise to the lock position.



- 17 Push the drum unit in until it stops.



- 18 Close the front cover of the machine.

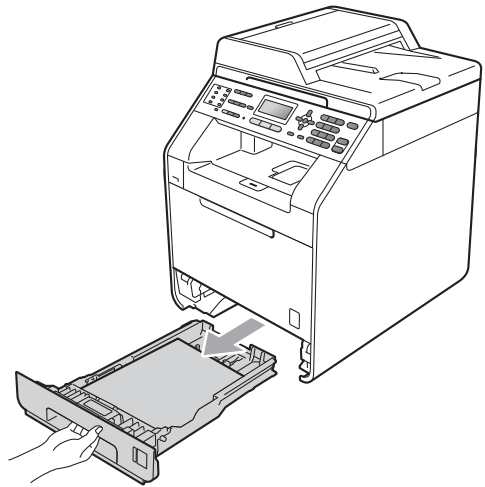
- 19 Plug the machine's power cord back into the electrical socket first, connect all cables, and then plug in the telephone line cord. Turn on the machine.

## Cleaning the paper pick-up rollers

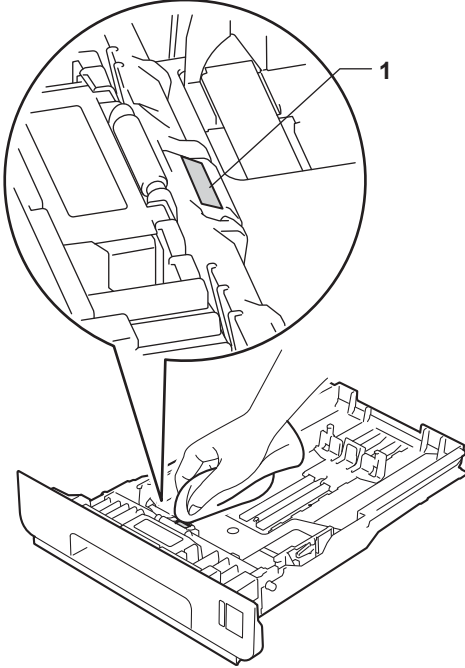
---

If you have paper feed problems, clean the pick-up rollers as follows:

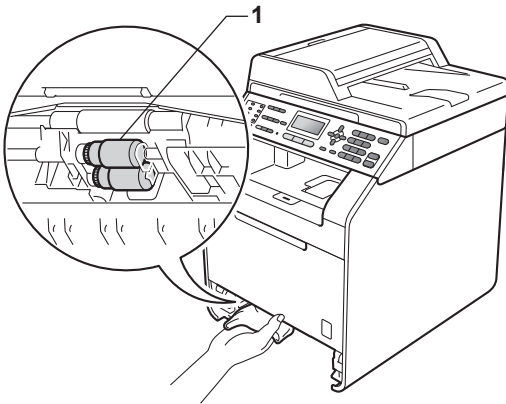
- 1 Turn off the machine. Unplug the power cord from the electrical socket.
- 2 Pull the paper tray completely out of the machine.



- 3 Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) of the paper tray with it to remove dust.



- 4 Wipe the two pick-up rollers (1) inside the machine to remove dust.



- 5 Put the paper tray back in the machine.
- 6 Plug the machine's power cord back into the electrical socket. Turn on the machine.

## Calibration

The output density for each colour may vary depending on the environment the machine is in such as temperature and humidity. Calibration helps you to improve the colour density.

- 1 Press **Menu**, **4**, **6**.
- 2 Press **▲** or **▼** to select **Calibrate**.
- 3 Press **OK**.
- 4 Press **1** to select **Yes**.
- 5 Press **Stop/Exit**.

You can reset the calibration parameters back to those set at the factory.

- 1 Press **Menu**, **4**, **6**.
- 2 Press **▲** or **▼** to **Reset**.
- 3 Press **OK**.
- 4 Press **1** to select **Yes**.
- 5 Press **Stop/Exit**.

**Note**

- If an error message is displayed, press **Mono Start** or **Colour Start** and try again. (For more information, see *Error and maintenance messages* on page 113.)
- If you print using the Windows® printer driver, the driver will get the calibration data automatically if both **Use Calibration Data** and **Get Device Data Automatically** are on. The default settings are on. (See *Advanced tab* in the *Software User's Guide*.)
- If you print using the Macintosh printer driver, you need to perform the calibration using the **Status Monitor**. After turning the **Status Monitor** on, choose Color Calibration from the Control menu. (See *Status Monitor* in the *Software User's Guide*. When the **Status Monitor** is open, choose **Control / Color Calibration** from the menu bar.)

## Auto Registration

### Registration

If solid areas of colour or images have cyan, magenta or yellow fringes, you can use the auto-registration feature to correct the problem.

- 1 Press **Menu**, **4**, **7**.
- 2 To start, press **1**.  
To exit, press **2**.
- 3 Press **Stop/Exit**.

### Manual Registration

If colour still appears incorrectly after auto-registration, you will need to perform manual registration.

- 1 Press **Menu**, **4**, **8**, **1**.
- 2 Press **Mono Start** or **Colour Start** to start printing the colour registration chart.
- 3 When the machine has finished printing the registration chart, press **2** (**Set Regist.**) to correct the colour manually.
- 4 Starting at **1** (1 Magenta Left) on the chart, check which coloured bar has the most uniform print density and enter its number into the machine using the **▲** and **▼** keys.  
Press **OK**.  
Repeat for **2** (2 Cyan Left), **3** (3 Yellow Left), **4**, **5**, **6** to **9**.
- 5 Press **Stop/Exit**.

## Frequency (Colour Correction)

---

You can set how often the colour correction (Colour Calibration and Auto Registration) occurs. The default setting is Normal. The colour correction process consumes some amount of the toner.

- 1 Press **Menu**, **4**, **9**.
- 2 Press **▲** or **▼** to choose **Normal**, **Low** or **Off**.  
Press **OK**.
- 3 Press **Stop/Exit**.



## Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can clear most errors and perform routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at <http://solutions.brother.com/>.

Error Message	Cause	Action
Access Denied	The function you want to use is restricted by Secure Function Lock.	Contact your administrator to check your Secure Function Lock Settings.
Access Error	The device is removed from the USB direct interface while the data is processing.	Press <b>Stop/Exit</b> . Reinsert the device and try to print with Direct Print.
Calibrate	Calibration failed.	<p>Press <b>Mono Start</b> or <b>Colour Start</b> and try it again.</p> <ul style="list-style-type: none"> <li>■ Turn off the machine. Wait a few seconds, then turn it on again.</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> <li>■ Put in a new belt unit. (See <i>Replacing the belt unit</i> on page 81.)</li> <li>■ Put in a new waste toner box. (See <i>Replacing the waste toner box</i> on page 86.)</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
Cartridge Error Put the Black (K) Toner Cartridge back in. <sup>1</sup>	The toner cartridge is not installed correctly.	Pull out the drum unit and remove the toner cartridge for the colour that is indicated on the LCD, then re-install the toner cartridge in the drum unit.
<sup>1</sup> The toner cartridge colour with the problem is shown in the message.		
Comm. Error	Poor telephone line quality caused a communication error.	Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.

Error Message	Cause	Action
Condensation	One of the issues that can cause this error is that condensation may form inside the machine after a room temperature change.	Leave switched ON. Fully open the front cover. Wait 30 minutes, switch OFF and close cover, then switch ON. If this does not clear the error, call your Brother dealer.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows <i>Cooling Down</i> , and <i>Wait for a while</i> .	<p>Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something.</p> <p>If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes.</p> <p>If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.</p>
Cover is Open	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF is open while loading a document.	Close the ADF cover of the machine, then press <b>Stop/Exit</b> .
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	<ul style="list-style-type: none"> <li>■ Close the fuser cover of the machine.</li> <li>■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press <b>Mono Start</b> or <b>Colour Start</b>.</li> </ul>
DIMM Error	<ul style="list-style-type: none"> <li>■ The DIMM is not installed correctly.</li> <li>■ The DIMM is broken.</li> <li>■ The DIMM does not meet the required specifications.</li> </ul>	<ul style="list-style-type: none"> <li>■ Turn off the machine and remove the DIMM.</li> <li>■ Confirm the DIMM meets the required specifications. (See <i>Memory board</i> in <i>Appendix B</i> of the <i>Advanced User's Guide</i>.)</li> <li>■ Re-install the DIMM correctly. Wait a few seconds, and then turn it on again.</li> <li>■ If this error message appears again, replace the DIMM with a new one. (See <i>Installing extra memory</i> in <i>Appendix B</i> of the <i>Advanced User's Guide</i>.)</li> </ul>
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See <i>Document is jammed in the top of the ADF unit</i> on page 121 or <i>Using the automatic document feeder (ADF)</i> on page 27.

Error Message	Cause	Action
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See <i>Cleaning the corona wires</i> on page 99.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> on page 75.)
DR mode in Use (except New Zealand)	The machine is set to Distinctive Ring mode. You can not change the Receive Mode from Manual to another mode.	Set Distinctive Ring to off.  For Australia, see <i>Telstra® FaxStream® Duet® (Distinctive Ringing)</i> on page 37.  For Other countries, see <i>Distinctive Ringing (For Singapore and Hong Kong)</i> on page 41.
Duplex Disabled Close the Back Cover of the machine.	The back of the machine is not closed completely.	Close the back cover of the machine.
Duplex Disabled Reload paper, then press Start.	Although the size of paper in the paper tray matches the paper size that was selected from the control panel or printer driver, the machine has stopped printing when it encountered an additional, different size of paper in the tray.	Make sure the paper tray contains only the size of paper you select in either the control panel or printer driver, then press <b>Mono Start</b> or <b>Colour Start</b> .
	The paper tray was pulled out before the machine completed printing on both sides of the paper.	Re-install the paper tray and press <b>Mono Start</b> or <b>Colour Start</b> .
EL Error	The machine has a mechanical problem.	Open the front cover and close it again.
Faxability On For New Zealand	The machine is set to Faxability mode. You can not change the Recieve Mode from Manual to another mode.	Set Faxability to off.  See <i>FaxAbility</i> on page 39.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	
Init Unable XX (XX = Error Code)	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ Turn the power switch off, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> on page 120.)</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
Jam Duplex	The paper is jammed underneath Paper Tray 1 or in the fuser unit.	(See <i>Paper is jammed underneath paper tray 1</i> on page 131.)



<b>Error Message</b>	<b>Cause</b>	<b>Action</b>
Jam Inside	The paper is jammed inside the machine.	(See <i>Paper is jammed inside the machine</i> on page 127.)
Jam MP Tray	The paper is jammed in the MP tray of the machine.	(See <i>Paper is jammed in the MP tray</i> on page 123.)
Jam Rear	The paper is jammed in the back of the machine.	(See <i>Paper is jammed at the back of the machine</i> on page 125.)
Jam Tray 1 Jam Tray 2	The paper is jammed in the paper tray of the machine.	(See <i>Paper is jammed in paper tray 1 or tray 2</i> on page 124.)
Limit Exceeded	The printing limit set by Secure Function Lock 2.0 was reached.	Contact your administrator to check your Secure Function Lock Settings.
Low Temperature	The room temperature is too low for the machine to operate.	Increase the room temperature to allow the machine to operate.
No Belt Unit	The belt unit is not installed correctly.	Re-install the belt unit. (See <i>Replacing the belt unit</i> on page 81.)
No Paper	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> <li>■ Refill the paper in the paper tray.</li> <li>■ Remove the paper and load it again.</li> <li>■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See <i>Cleaning the paper pick-up rollers</i> on page 109.)</li> </ul>
No Permission	You have attempted to print in colour using a Secure Function Lock ID that is restricted to mono printing only. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge for the colour indicated on the LCD is not installed correctly.	Pull out the drum unit. Take out the toner cartridge for the colour indicated on the LCD, and then put it back into the drum unit.
No Tray	The paper tray indicated on the LCD is not installed properly.	Re-install the paper tray that is indicated on the LCD.
No Waste Toner	The waste toner box is not installed properly.	Re-install the waste toner box. (See <i>Replacing the waste toner box</i> on page 86.)
Not Available	The requested function is not permitted to all IDs by Secure Function Lock 2.0.	Contact your administrator to check your Secure Function Lock Settings.

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	<p><b>Fax sending or copy operation in progress</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Press <b>Mono Start</b> or <b>Colour Start</b> to send or copy the scanned pages.</li> <li>■ Press <b>Stop/Exit</b> and wait until the other operations in progress finish, and then try again.</li> <li>■ Clear the faxes from the memory.</li> </ul> <p>Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See <i>Printing a fax from the memory</i> in Chapter 4 of the <i>Advanced User's Guide</i> and <i>Fax Storage</i> in Chapter 4 of the <i>Advanced User's Guide</i>.)</p> <ul style="list-style-type: none"> <li>■ Add optional memory. (See <i>Memory board</i> in Appendix B of the <i>Advanced User's Guide</i>.)</li> </ul> <p><b>Print operation in process</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Reduce the print resolution. (See <i>Advanced tab</i> in the <i>Software User's Guide</i>.)</li> <li>■ Clear the faxes from the memory. (See the above explanation.)</li> </ul>
Print Unable XX (XX = Error Code)	The machine has a mechanical problem.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Turn the power switch off, wait a few minutes, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> on page 120.)</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
Protected Device	The protect switch of the USB Flash memory drive is on.	Turn off the protect switch of the USB Flash memory drive.



Error Message	Cause	Action
Registration	Registration failed.	<p>Press <b>Mono Start</b> or <b>Colour Start</b> and try again.</p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Turn off the machine's power switch. Wait a few seconds, then turn it on again.</li> <li>■ Try Manual Registration, <b>Menu, 4, 8</b>. (See <i>Manual Registration</i> on page 111.)</li> <li>■ Put in a new belt unit. (See <i>Replacing the belt unit</i> on page 81.)</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
Rename the File	There is already a file on the USB Flash memory drive with the same name as the file you are trying to save.	Change the file name of the file on the USB Flash memory drive or the file you are trying to save.
Replace Parts Belt Unit	It is time to replace the belt unit.	Replace the belt unit. (See <i>Replacing the belt unit</i> on page 81.)
Replace Parts Drum	It is time to replace the drum unit.	Replace the drum unit. (See <i>Replacing the drum unit</i> on page 75.)
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (See <i>Resetting the drum counter</i> on page 80.)
Replace Parts Fuser Unit	It is time to replace the fuser unit.	Call your Brother dealer or a Brother Authorized Service Center to replace the fuser unit.
Replace Parts PF Kit 1 PF Kit 2 PF Kit MP	It is time to replace the paper feeding kit.	Call your Brother dealer or a Brother Authorized Service Center to replace the PF Kit.
Replace Toner	The toner cartridge is at the end of its life.	Replace the toner cartridge for the colour indicated on the LCD. (See <i>Replacing a Toner cartridge</i> on page 68.)
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box. (See <i>Replacing the waste toner box</i> on page 86.)
Scan Unable XX (XX = Error Code)	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ Turn the power switch off, and then turn it on again. (See <i>Transferring your faxes or Fax Journal report</i> on page 120.)</li> <li>■ If the problem continues, call your Brother dealer.</li> </ul>
	Document is too long for duplex scanning.	Press <b>Stop/Exit</b> . Use the suitable size of paper for duplex scanning. (See <i>Print media</i> on page 176.)

Error Message	Cause	Action
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the <i>Face down</i> output tray.	Open the back cover to let the printed paper out on the back output tray. Remove the printed pages and then press <b>Mono Start</b> or <b>Colour Start</b> .
Size Error DX	The paper size defined in the printer driver is not usable for the automatic duplex printing.	Press <b>Mono Start</b> or <b>Colour Start</b> . Choose a paper size which is supported by the duplex tray. (See <i>Type and size of paper</i> on page 22.)
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the "Paper Size" ( <b>Menu, 1, 2, 2</b> ). (See <i>Paper Size</i> on page 19.)
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the <i>Face down</i> output tray.	Open the back cover to let the printed paper out on the back output tray and then press <b>Mono Start</b> or <b>Colour Start</b> .
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum unit. Take out all the toner cartridges, and then put them back into the drum unit.
Toner Low	The toner cartridge is near the end of its life.	Buy a new toner cartridge for the colour that is indicated on the LCD before you get a <b>Replace Toner</b> message.
Too Many Files	There are too many files stored on the USB Flash memory drive.	Reduce the number of files stored on the USB Flash memory drive.
Unusable Device	An incompatible or defective device has been connected to the USB direct interface.	Remove the USB Flash memory drive from the USB direct interface.
WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a <b>Replace WT Box</b> message.

## Transferring your faxes or Fax Journal report

---

If the LCD shows:

- Init Unable XX
- Print Unable XX
- Scan Unable XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 120 or *Transferring faxes to your PC* on page 120.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring Fax Journal report to another fax machine* on page 120.)



### Note

---

If there is an error message on the machine's LCD, after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

---

## Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (Station ID)* in the *Quick Setup Guide*.)

- 1 Press **Menu**, **9**, **0**, **1**.
- 2 Do one of the following:
  - If the LCD shows **No Data**, there are no faxes left in the machine's memory. Press **Stop/Exit**.
  - Enter the fax number to which faxes will be forwarded.
- 3 Press **Mono Start** or **Colour Start**.

## Transferring faxes to your PC

You can transfer the faxes from your machine's memory to your PC.

- 1 Make sure that you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-Fax Receiving** on the PC. (For details about PC-Fax Receive, see *PC-FAX receiving* in the *Software User's Guide*.)
- 2 Make sure that you have set **PC Fax Receive** on the machine. (See *PC-Fax Receive* in *Chapter 4* of the *Advanced User's Guide*.)  
If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
- 3 Do one of the following:
  - To transfer all faxes to your PC, press **1**. You will be asked if you want a backup print.
  - To exit and leave the faxes in the memory, press **2**.
- 4 Press **Stop/Exit**.

## Transferring Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (Station ID)* in the *Quick Setup Guide*.)

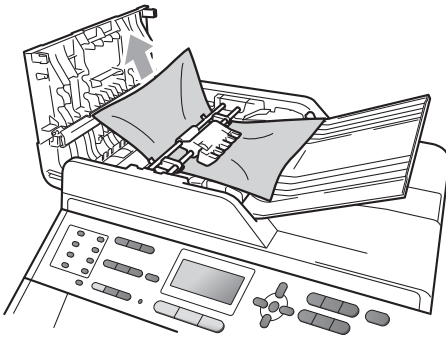
- 1 Press **Menu**, **9**, **0**, **2**.
- 2 Enter the fax number to which the Fax Journal report will be forwarded.
- 3 Press **Mono Start** or **Colour Start**.



## Document Jams and Paper Jams

### Document is jammed in the top of the ADF unit

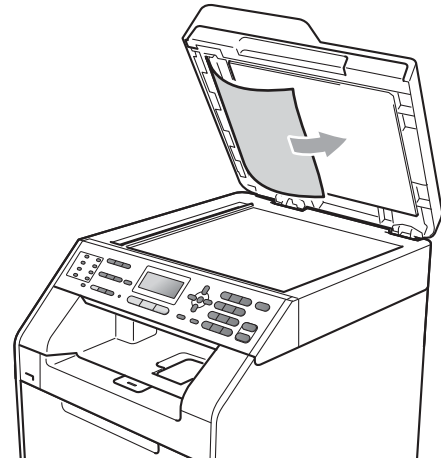
- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



- 4 Close the ADF cover.
- 5 Press **Stop/Exit**.

### Document is jammed under the document cover

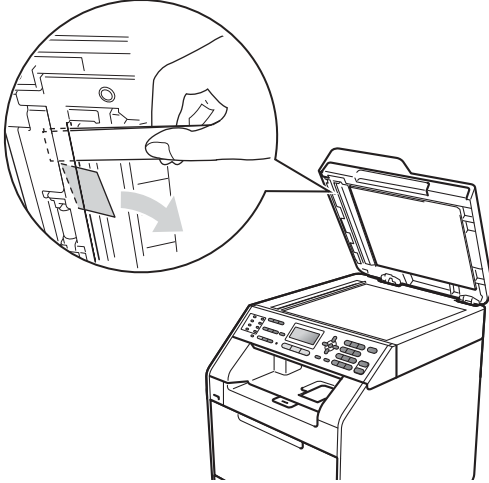
- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.



- 4 Close the document cover.
- 5 Press **Stop/Exit**.

## Removing small documents jammed in the ADF

- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3 Close the document cover.
- 4 Press **Stop/Exit**.

## Document is jammed at the output tray

- 1 Take out any paper from the ADF that is not jammed.
- 2 Pull the jammed document out to the right.

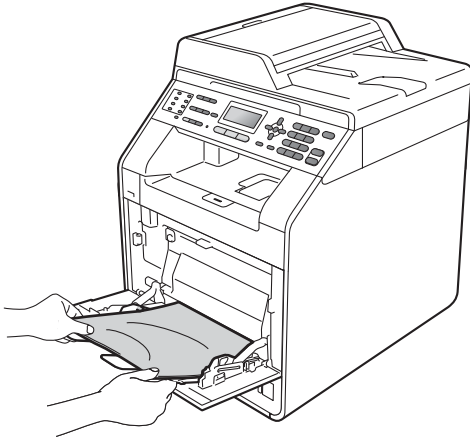


- 3 Press **Stop/Exit**.

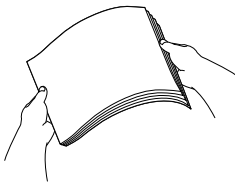
## Paper is jammed in the MP tray

If the LCD shows `Jam MP Tray`, follow these steps:

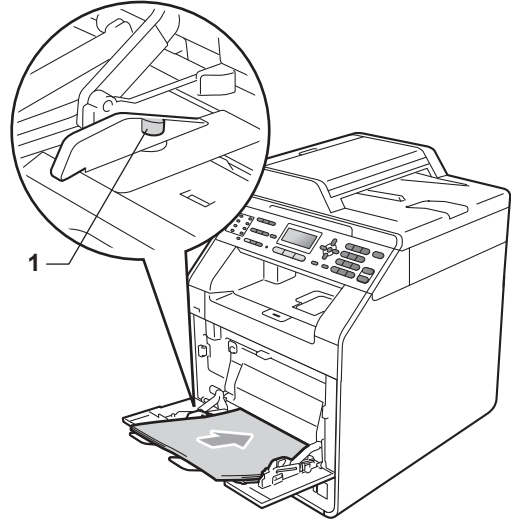
- 1 Remove the paper from the MP tray.
- 2 Remove any jammed paper from in and around the MP tray.



- 3 Fan the paper stack, and then put it back in the MP tray.



- 4 When loading paper in the MP tray, make sure that the paper stays under the maximum paper height guides (1) on both sides of the tray.



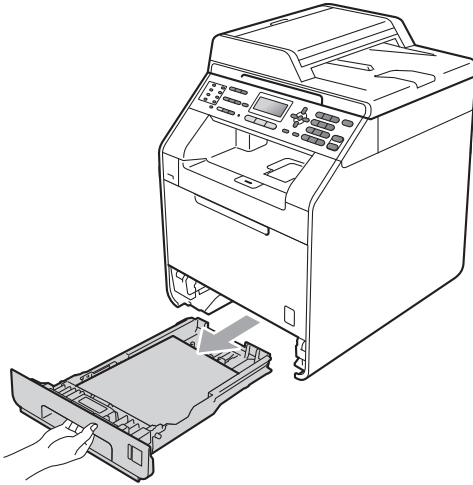
- 5 Press **Mono Start** or **Colour Start** to resume printing.

## Paper is jammed in paper tray 1 or tray 2

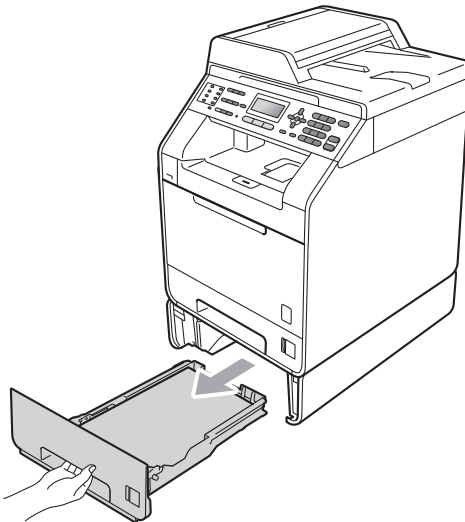
If the LCD shows Jam Tray 1 or Jam Tray 2, follow these steps:

- 1 Pull the paper tray completely out of the machine.

For Jam Tray 1:

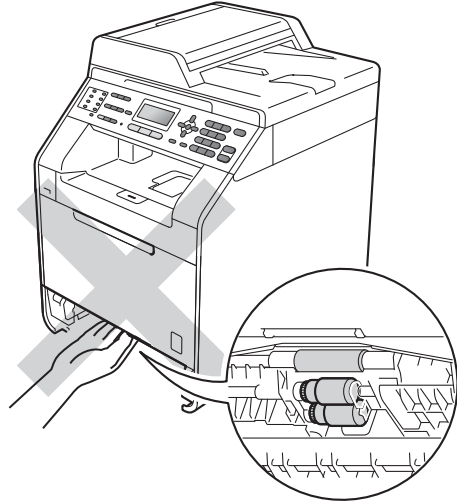


For Jam Tray 2:

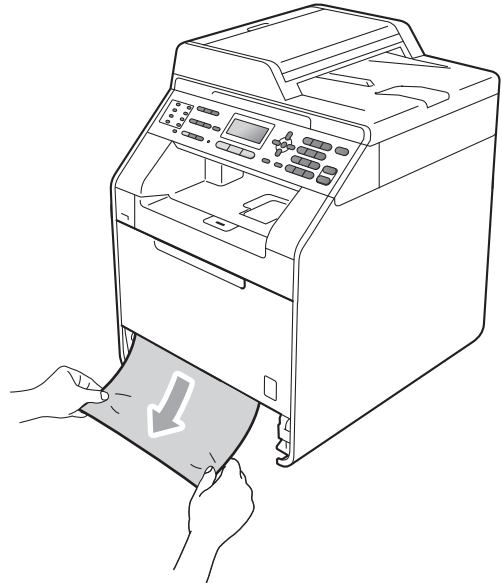


## **!** WARNING

DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed.



- 2 Use both hands to slowly pull out the jammed paper.



## ! IMPORTANT

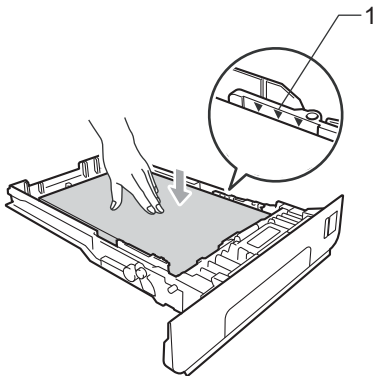
If the paper cannot easily be removed in this direction, stop and follow the instructions for *Paper is jammed inside the machine* on page 127.



### Note

Pulling out the jammed paper downwards allows you to remove the paper easier.

- 3 Make sure the paper is below the maximum paper mark (▼▼▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* on page 11.)

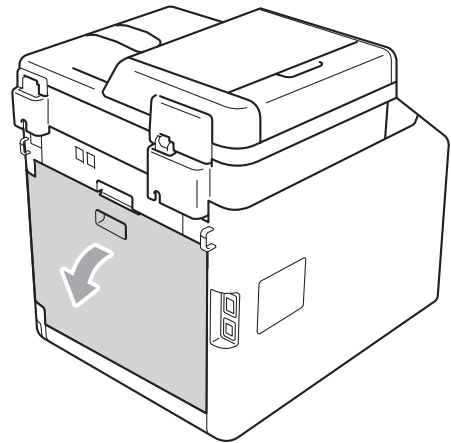


- 4 Put the paper tray firmly back in the machine.

## Paper is jammed at the back of the machine

If the LCD shows *Jam Rear*, a paper jam occurred behind the back cover. Follow these steps:

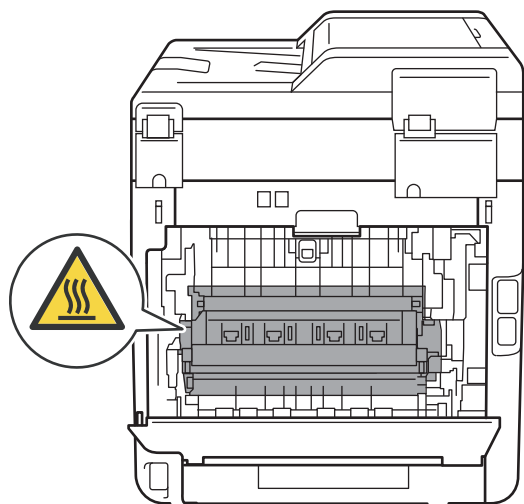
- 1 Leave the machine turned on for 10 minutes to cool down.
- 2 Open the back cover.



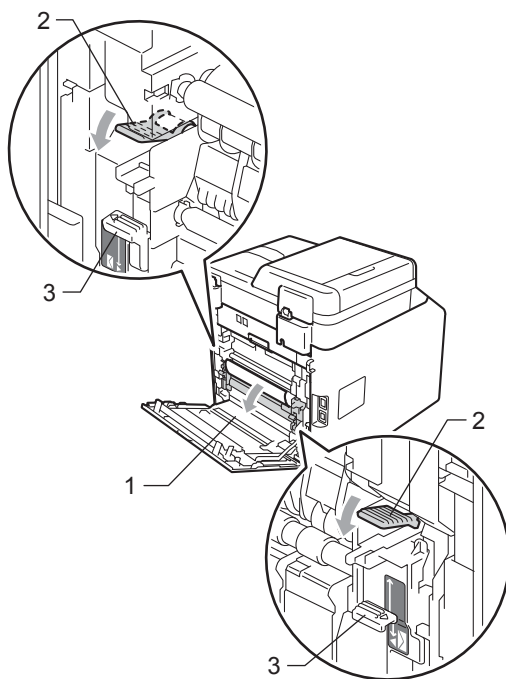
## **⚠ CAUTION**

### **🔥 HOT SURFACE**

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



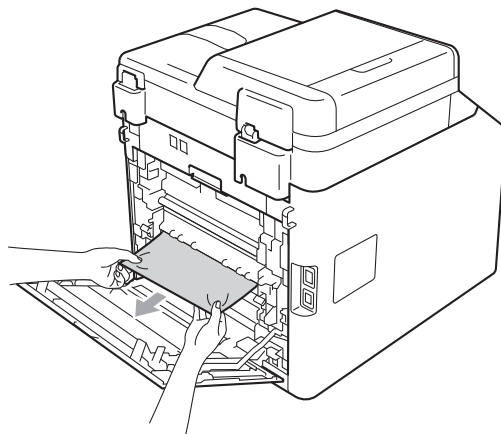
- 3** Pull the green tabs (2) at the left and right hand sides toward you and fold down the fuser cover (1).



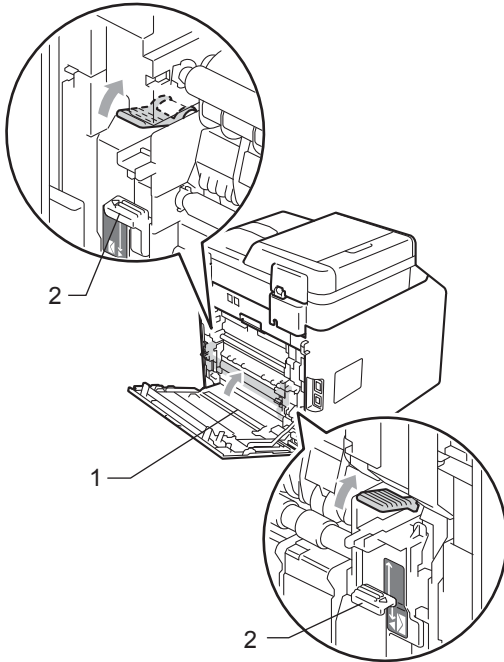
### **📝 Note**

If the envelope levers (3) inside the back cover are pulled down to the envelope position, lift these levers to the original position before pulling the green tabs (2) down.

- 4** Using both hands, gently pull the jammed paper out of the fuser unit.



- 5 Close the fuser cover (1).



**Note**

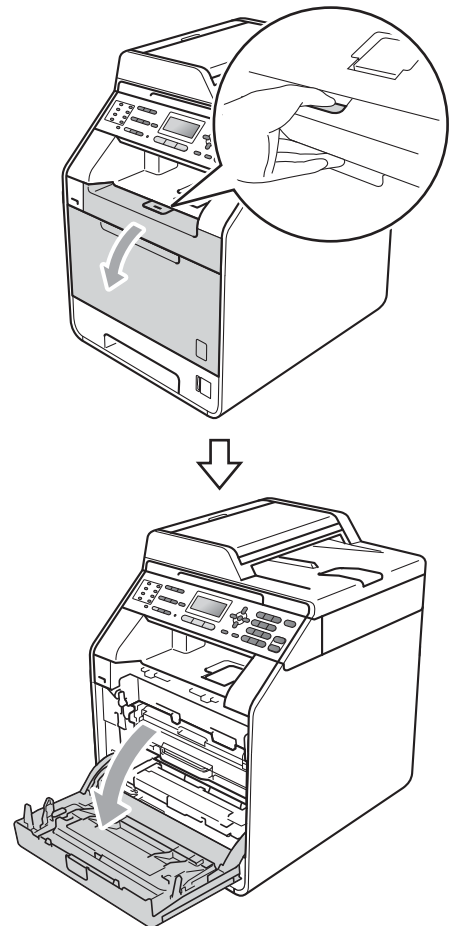
If you are printing on envelopes, pull down the envelope levers (2) to the envelope position again before closing the back cover.

- 6 Fully close the back cover.

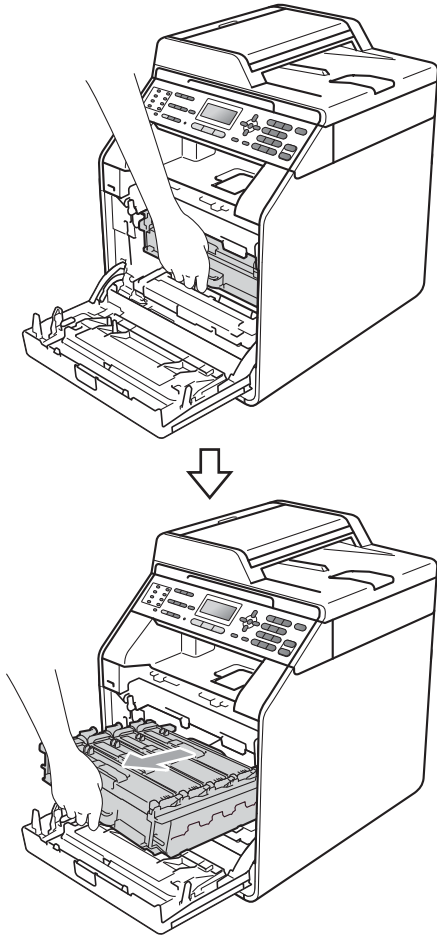
## Paper is jammed inside the machine

If the LCD shows **Jam Inside**, follow these steps:

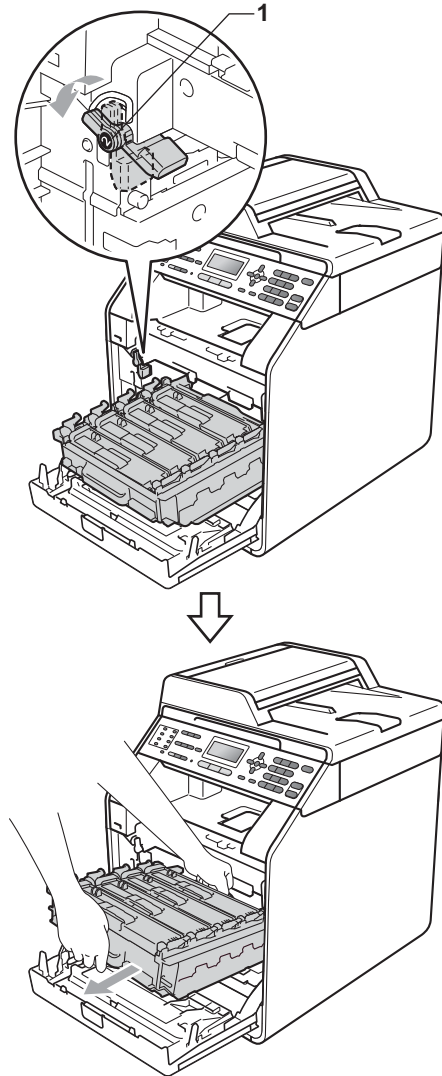
- 1 Turn off the machine. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the electrical socket.
- 2 Press the front cover release button and then open the front cover.



- 3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



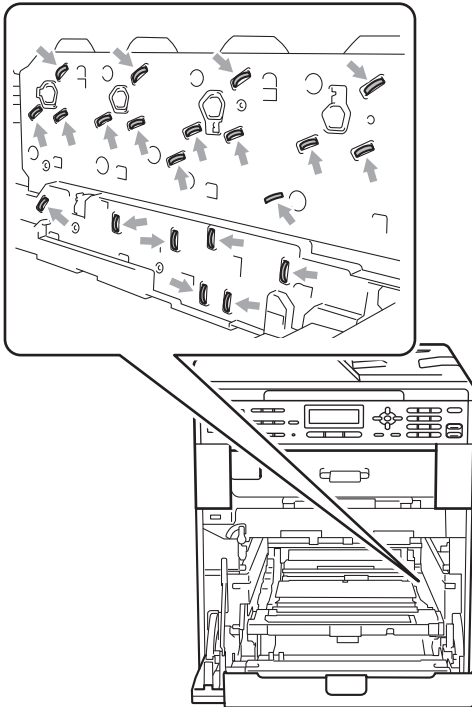
- 4 Turn the green lock lever (1) at the left of the machine anticlockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.





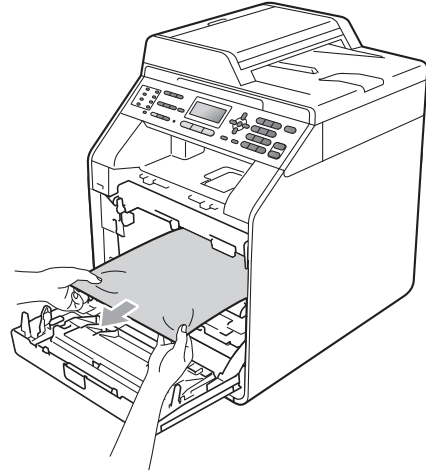
## ! IMPORTANT

- We recommend that you place the drum unit and the toner cartridges on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

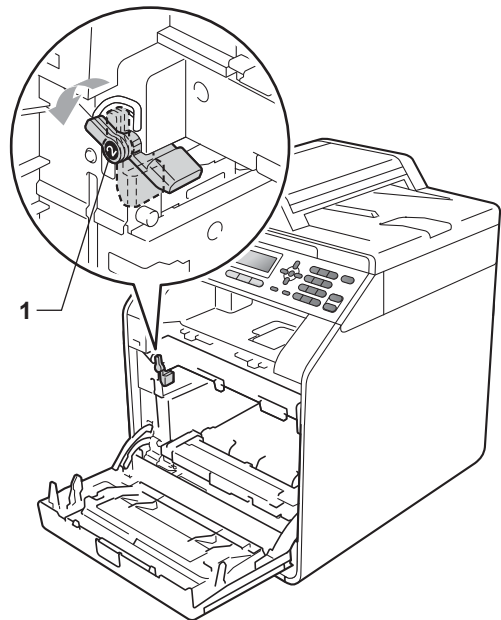


- Hold the green handles of the drum unit when you carry it. DO NOT hold the side of the drum unit.

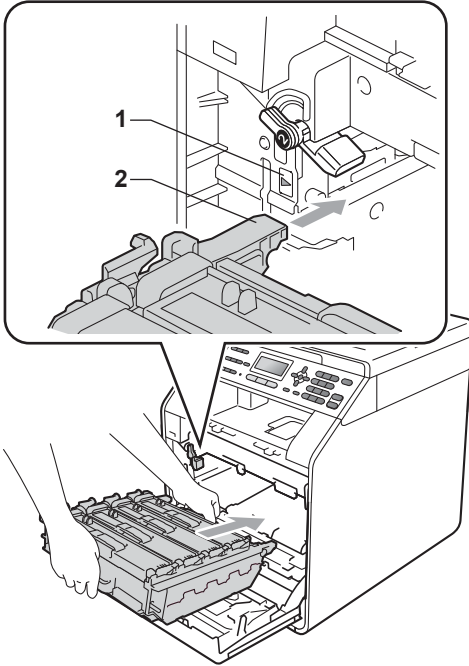
- 5 Pull out the jammed paper slowly.



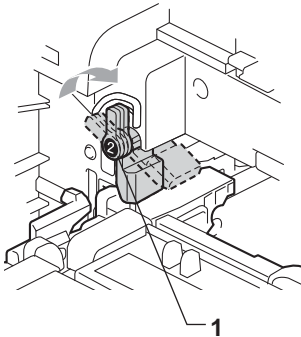
- 6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



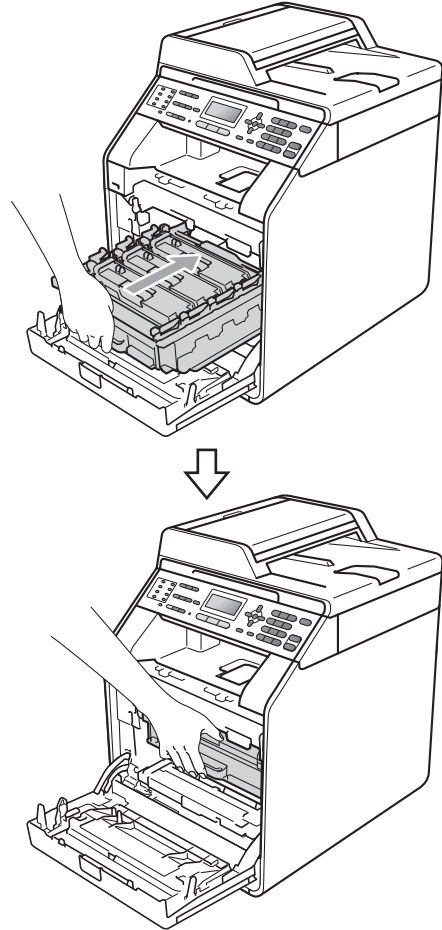
- 7 Match the guide ends (2) of the drum unit to the ► marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



- 8 Turn the green lock lever (1) clockwise to the lock position.



- 9 Push the drum unit in until it stops.



- 10 Close the front cover of the machine.



**Note**

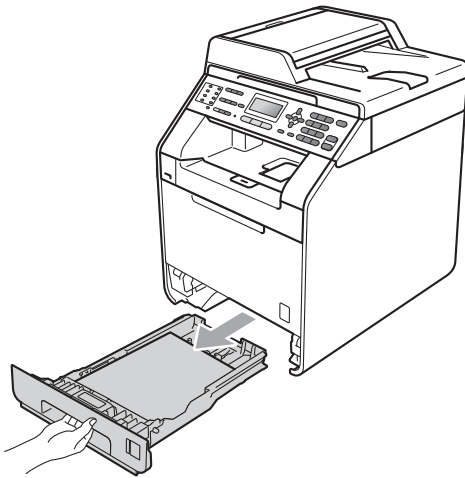
If you turn off the machine while the LCD shows *Jam Inside*, the machine will print incomplete data from your computer. Before you turn on the machine, delete the print spool job on your computer.

- 11 Plug the machine's power cord back into the electrical socket first, and reconnect all cables and the telephone line cord. Turn on the machine.

## Paper is jammed underneath paper tray 1

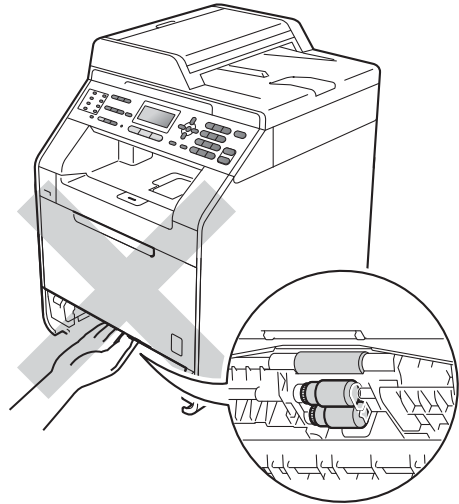
If the LCD shows **Jam Duplex**, follow these steps:

- 1 Leave the machine turned on for 10 minutes to cool down.
- 2 Pull the paper tray completely out of the machine.

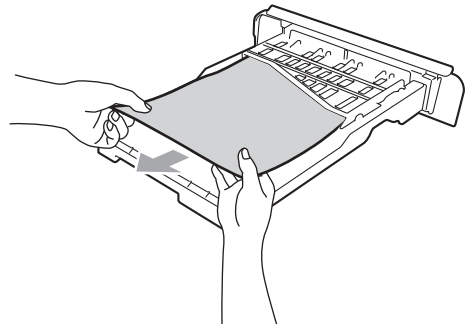


### **!** WARNING

DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed.



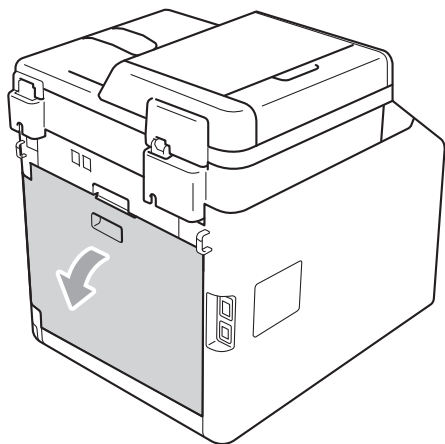
- 3 If paper is not caught inside the machine, turn the paper tray over and check underneath the paper tray.



#### **Note**

DO NOT put the paper tray back in at this point.

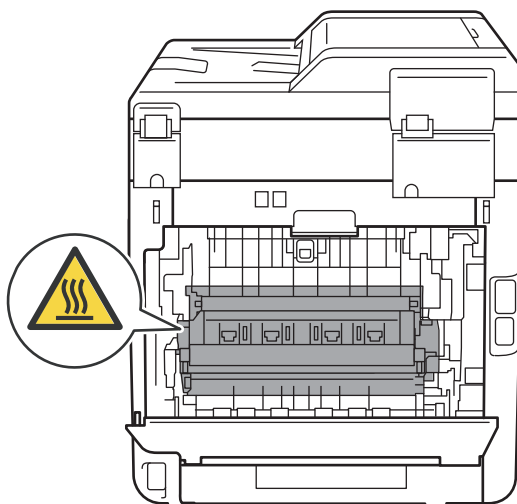
- 4 If the paper is not caught in the paper tray, open the back cover.



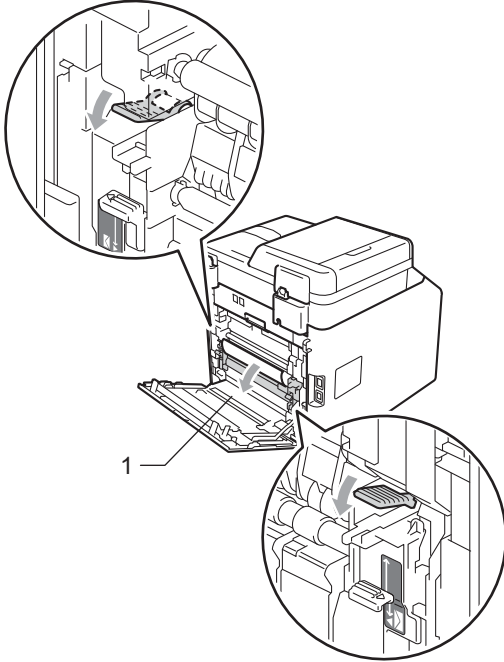
## CAUTION

### HOT SURFACE

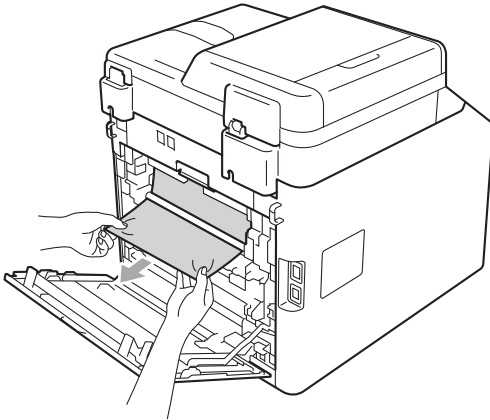
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



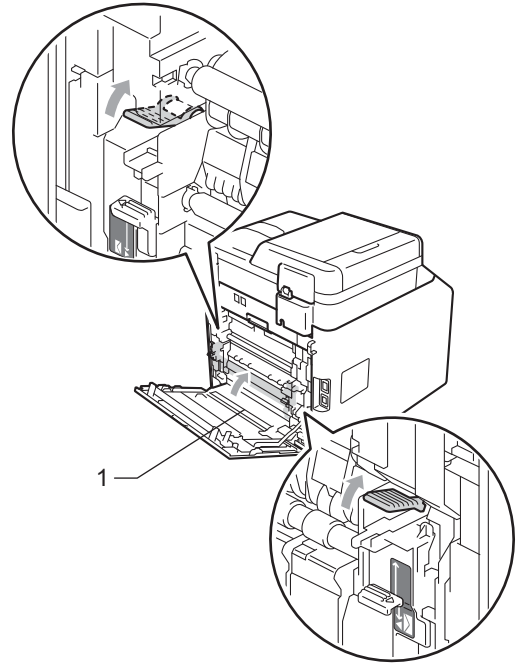
- 5** Push down and pull the green tabs at the left and right hand sides toward you and fold down the fuser cover (1).



- 6** Using both hands, gently pull out the jammed paper.



- 7** Close the fuser cover (1).



- 8** Fully close the back cover.

- 9** Put the paper tray firmly back in the machine.

# If you are having difficulty with your machine

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com/>.

If you think there is a problem with the way your faxes look, make a copy first. If the copy looks good, the problem may not be your machine. Check the chart below and follow the troubleshooting tips.

## Printing or printing received faxes

Difficulties	Suggestions
<ul style="list-style-type: none"> <li>■ Condensed print</li> <li>■ Horizontal streaks</li> <li>■ Top and bottom sentences are cut off</li> <li>■ Missing lines</li> </ul>	Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See <i>Improving the print quality</i> on page 143.
Vertical black lines when receiving	The corona wires for printing may be dirty. Clean the corona wires on the drum unit. (See <i>Cleaning the corona wires</i> on page 99.)
	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
	If the problem continues, call your dealer for service.
Received faxes appear as split or blank pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See <i>Paper Size</i> on page 19.)
	Turn on Auto Reduction. (See <i>Printing a reduced incoming fax</i> in Chapter 4 of the <i>Advanced User's Guide</i> .)

## Telephone line or connections

Difficulties	Suggestions
Dialling does not work.	Check for a dial tone.
	(Not available in New Zealand) Change <b>Tone/Pulse</b> setting. (See the <i>Quick Setup Guide</i> .)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	If an external phone is connected to the machine, send a manual fax by pressing <b>Hook</b> or by lifting the handset of the external telephone and dialling the number. Wait to hear the fax receiving tones before pressing <b>Mono Start</b> or <b>Colour Start</b> .
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See <i>Receive Mode settings</i> on page 35.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

## Receiving Faxes

Difficulties	Suggestions
<p>Cannot receive a fax.</p>	<p>Make sure your machine has a dial tone by pressing the <b>Hook</b> key. If you hear static or interference on your fax line, please contact your local telephone company.</p> <p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall socket and the LINE socket of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.</p> <p>Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>Receive Mode settings</i> on page 35.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select <b>Fax Only</b> mode.</p> <p>If your Brother machine shares a line with an external answering machine, you should select the <b>External TAD</b> mode. In <b>External TAD</b> mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.</p> <p>If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the <b>Fax/Tel</b> mode. In <b>Fax/Tel</b> mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls.</p> <p>If you do not want your Brother machine to automatically answer any incoming faxes, you should select the <b>Manual</b> mode. In <b>Manual</b> mode, you must answer every incoming call and activate the machine to receive faxes.</p> <p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting:</p> <ul style="list-style-type: none"> <li>■ If the answer mode is set to <b>Fax Only</b> or <b>Fax/Tel</b>, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> on page 35.)</li> <li>■ If the answer mode is set to <b>External TAD</b>, reduce the number of rings programmed on your answering machine to 2.</li> <li>■ If the answer mode is set to <b>Manual</b>, DO NOT adjust the ring delay setting.</li> </ul> <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> <li>■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer.</li> <li>■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.</li> </ul>

## Receiving Faxes (continued)

Difficulties	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See <i>Connecting an external TAD</i> on page 42.)</p> <ol style="list-style-type: none"> <li>1 Connect the external TAD as shown in the illustration on page 43.</li> <li>2 Set your answering machine to answer in one or two rings.</li> <li>3 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>■ Record five seconds of silence at the beginning of your outgoing message.</li> <li>■ Limit your speaking to 20 seconds.</li> <li>■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 and Start to send a fax."</li> </ul> </li> <li>4 Set your answering machine to answer calls.</li> <li>5 Set your Brother machine's Receive Mode to External TAD. (See <i>Receive Mode settings</i> on page 35.)</li> </ol> <p>Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See <i>Fax Detect</i> on page 36.)</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference</i> on page 142.)</p> <p>Contact your administrator to check your Secure Function Lock Settings.</p>

## Sending faxes


Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See <i>Cleaning the scanner glass</i> on page 94.)
Transmission Verification Report says RESULT:ERROR.	<p>There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get RESULT:ERROR on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see <i>Changing Remote Fax Options</i> in Chapter 4 of the <i>Advanced User's Guide</i>), print fax messages in memory (see <i>Printing a fax from the memory</i> in Chapter 4 of the <i>Advanced User's Guide</i>) or cancel a delayed fax or polling job (see <i>Checking and cancelling waiting jobs</i> in Chapter 3 of the <i>Advanced User's Guide</i>). If the problem continues, ask the telephone company to check your telephone line.</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference</i> on page 142.)</p>
Sent faxes are blank.	Make sure you are loading the document properly. (See <i>Loading documents</i> on page 27.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See <i>Cleaning the scanner glass</i> on page 94.)
Cannot send a fax.	Contact your administrator to check your Secure Function Lock Settings.




## Handling incoming calls

Difficulties	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If Fax Detect is set to <b>On</b> , your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing <b>Stop/Exit</b> . Try avoiding this problem by turning Fax Detect to <b>Off</b> . (See <i>Fax Detect</i> on page 36.)
Sending a Fax Call to the machine.	If you answered on an external or extension telephone, press your Remote Activation code (default setting is *51 (*91 for New Zealand)). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.  <b>For Example:</b> If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.

## Menu access difficulties

Difficulties	Suggestions
The machine beeps when you try to access the Setup Receive and Setup Send menus.	If Fax  is not illuminated, press it to turn on Fax mode. The Setup Receive settings ( <b>Menu, 2, 1</b> ) and Setup Send settings ( <b>Menu, 2, 2</b> ) are available only when the machine is in Fax mode.

## Copy difficulties

Difficulties	Suggestions
Cannot make a copy.	<ul style="list-style-type: none"> <li>■ Make sure that Copy  is illuminated. (See <i>How to copy</i> on page 53.)</li> <li>■ Contact your administrator to check your Secure Function Lock Settings.</li> </ul>
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or one or more corona wires are dirty. (See <i>Cleaning the scanner glass</i> on page 94 and <i>Cleaning the corona wires</i> on page 99.)
Copies are blank.	Make sure you are loading the document properly. (See <i>Using the automatic document feeder (ADF)</i> on page 27 or <i>Using the scanner glass</i> on page 28.)

## Printing difficulties

Difficulties	Suggestions
No printout.	<ul style="list-style-type: none"> <li>■ Check that the machine is plugged in and the power switch is turned on.</li> <li>■ Check that the toner cartridge and drum unit are installed correctly. (See <i>Replacing the drum unit</i> on page 75.)</li> <li>■ Check the interface cable connection on both the machine and your computer. (See the <i>Quick Setup Guide</i>.)</li> <li>■ Check that the correct printer driver has been installed and chosen.</li> <li>■ Check to see if the LCD is showing an error message. (See <i>Error and maintenance messages</i> on page 113.)</li> <li>■ Check the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the <b>Start</b> button and <b>Devices and Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked. (Windows Vista®) Click the <b>Start</b> button, <b>Control Panel, Hardware and Sound</b>, and then <b>Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked. (Windows® XP and Windows Server® 2003/2008) Click the <b>Start</b> button and choose <b>Printers and Faxes</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked. (Windows® 2000) Click the <b>Start</b> button and choose <b>Settings</b> and then <b>Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure that <b>Use Printer Offline</b> is unchecked.</li> <li>■ Contact your administrator to check your Secure Function Lock settings.</li> </ul>
The machine prints unexpectedly or it prints garbage.	<ul style="list-style-type: none"> <li>■ Press <b>Job Cancel</b> to cancel print jobs.</li> <li>■ Check the settings in your application to make sure it is set up to work with your machine.</li> </ul>
The machine prints the first couple of pages correctly, then some pages have text missing.	<ul style="list-style-type: none"> <li>■ Check the settings in your application to make sure that it is set up to work with your machine.</li> <li>■ Your computer is not recognising the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See the <i>Quick Setup Guide</i>.)</li> </ul>
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See <i>Unprintable area when printing from a computer</i> on page 18.)
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose A4 [60 to 105 gsm].
The machine is not printing or has stopped printing.	<p>Press <b>Job Cancel</b>.</p> <p>As the machine cancels the job and clears it from the memory it may produce an incomplete printout.</p>
The machine does not change to Direct Print mode when a USB flash memory drive is connected to the USB direct interface.	When the machine is in Deep Sleep mode, the machine does not wake up when a USB flash memory drive is connected to the USB direct interface. Press <b>Direct</b> to wake up the machine and light up the Direct key, and then press <b>Direct</b> again to view the Direct Print menu.

## Scanning difficulties

Difficulties	Suggestions
TWAIN errors appear while scanning.	Make sure that the Brother TWAIN driver is chosen as the primary source. In PaperPort™ 12SE, click <b>File, Scan or Get Photo</b> and choose the Brother TWAIN driver.
OCR does not work.	Try increasing the scanning resolution.  (Macintosh users) Presto! PageManager must be downloaded and installed before use. See <i>Accessing Brother Support (Macintosh)</i> on page 4 for further instructions.
Network scanning does not work.	See <i>Network difficulties</i> on page 140.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.

## Software difficulties

Difficulties	Suggestions
Cannot install software or print.	Run the <b>Repair MFL-Pro Suite</b> program on the CD-ROM. This program will repair and reinstall the software.
Cannot perform '2 in 1' or '4 in 1' printing.	Check that the paper size setting in the application and in the printer driver are the same.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See <i>Advanced tab</i> in the <i>Software User's Guide</i> .)

## Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper.  The LCD shows No Paper or a Paper Jam message.	<ul style="list-style-type: none"> <li>■ If there is no paper, load a new stack of paper into the paper tray.</li> <li>■ If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray.</li> <li>■ Reduce the amount of paper in the paper tray, and then try again.</li> <li>■ Make sure that manual feed mode is not chosen in the printer driver.</li> <li>■ Clean the paper pick-up roller. See <i>Cleaning the paper pick-up rollers</i> on page 109.</li> <li>■ If the LCD shows the Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> on page 113.</li> </ul>
The machine does not feed paper from the MP tray.	<ul style="list-style-type: none"> <li>■ Make sure that <b>MP tray</b> is chosen in the printer driver.</li> <li>■ Fan the paper well and put it back in the tray firmly.</li> </ul>
How do I print on envelopes?	You can load envelopes in the MP tray. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application. (See your application's manual for more information.)
What paper can I use?	You can use thin paper, plain paper, thick paper, bond paper, recycled paper, glossy paper, envelopes and labels that are made for laser machines. (For details, see <i>Acceptable paper and other print media</i> on page 22.)
There is a paper jam.	Clear the jammed paper. (See <i>Error and maintenance messages</i> on page 113.)

## Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	<ul style="list-style-type: none"> <li>■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray.</li> <li>■ Make sure that you choose the Paper Type that suits the print media type you are using. (See <i>Acceptable paper and other print media</i> on page 22.)</li> </ul>
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See <i>Acceptable paper and other print media</i> on page 22 and <i>Basic tab</i> in the <i>Software User's Guide</i> .)
Printouts are too light.	<ul style="list-style-type: none"> <li>■ If this problem occurs when making copies or printing received faxes, set Toner Save mode to <code>Off</code> in the machine menu settings. (See <i>Toner Save</i> in <i>Chapter 1</i> of the <i>Advanced User's Guide</i>)</li> <li>■ Set Toner Save mode to <code>Off</code> in the <b>Advanced</b> tab in the printer driver. (See <i>Advanced tab</i> in the <i>Software User's Guide</i>.)</li> <li>■ In the <b>Basic</b> tab of the printer driver, click the <b>Settings</b> button and check the <b>Enhance Black Printing</b> check box.</li> </ul>

## Network difficulties

Difficulties	Suggestions
Cannot print over a wired Network.	<p>If you are having Network problems see the <i>Network User's Guide</i> for more information.</p> <p>Make sure your machine is powered on and is on-line and in the Ready mode. Print the Network Configuration list to see your current Network settings. (See <i>Reports</i> in <i>Chapter 6</i> of the <i>Advanced User's Guide</i>.) Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. You can check the current wired network status from the Network control panel menu.</p>
The network scanning feature does not work.	<p><b>(Windows®)</b> It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:</p> <ul style="list-style-type: none"> <li>■ In Name: Enter any description, for example Brother NetScan.</li> <li>■ In Port number: Enter 54925.</li> <li>■ In Protocol: UDP is selected.</li> </ul> <p>Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more details, you can read FAQs and troubleshooting suggestions at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p> <p><b>(Macintosh)</b> Re-select your machine in the <b>Device Selector</b> application located in <b>Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector</b> or from the model list in <b>ControlCenter2</b>.</p>

## Network difficulties (continued)

Difficulties	Suggestions
<p>The network PC-Fax Receive feature does not work.</p>	<p><b>(Windows® only)</b>                      It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below:</p> <ul style="list-style-type: none"> <li>■ In Name: Enter any description, for example Brother PC-FAX Rx.</li> <li>■ In Port number: Enter 54926.</li> <li>■ In Protocol: UDP is selected.</li> </ul> <p>Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more details, you can read FAQs and troubleshooting suggestions at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>
<p>Your computer cannot find your machine.</p>	<p><b>(Windows®)</b> The firewall setting on your PC may be rejecting the necessary network connection. (For details, see the instructions above.)</p> <p><b>(Macintosh)</b> Re-select your machine in the <b>Device Selector</b> application located in <b>Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector</b> or from the Model pop-up menu of <b>ControlCenter2</b>.</p>

## Other

Difficulties	Suggestions
<p>The machine will not turn on.</p>	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on.</p> <p>If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.</p>

## Setting Dial Tone detection

---

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to `Detection` you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default `No Detection` setting.

- 1 Press **Menu**, **0**, **5**.  
Press **Menu**, **0**, **4** (for New Zealand).
- 2 Press **▲** or **▼** to choose `Detection` or `No Detection`.  
Press **OK**.
- 3 Press **Stop/Exit**.

## Telephone line interference

---

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

- 1 Press **Menu**, **2**, **0**, **1**.
- 2 Press **▲** or **▼** to choose `Basic (for VoIP)`, `Normal` or `High`.

- `Basic (for VoIP)` reduces the modem speed to 9600 bps and turns the error correction mode (ECM) off.

For a standard telephone line: If you regularly experience interference on your standard telephone line try this setting.

If you are using VoIP: VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors try this setting.

- `Normal` sets the modem speed at 14400 bps.
- `High` sets the modem speed at 33600 bps.

Press **OK**.

- 3 Press **Stop/Exit**.



### Note

---

When you change the Compatibility to `Basic (for VoIP)`, the ECM feature is only available for colour fax sending.

---

# Improving the print quality



If you have a print quality problem, print a test page first (**Menu, 4, 2, 3**). If the printout looks good, the problem is probably not the machine. Check the interface cable connections or try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.



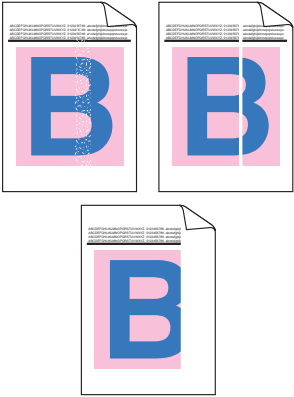
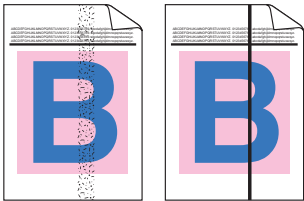
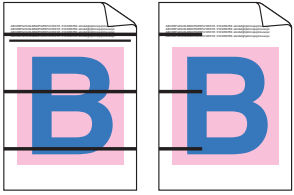

**Note**

Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

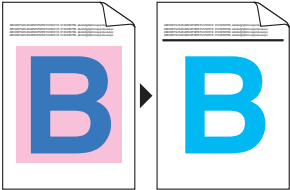
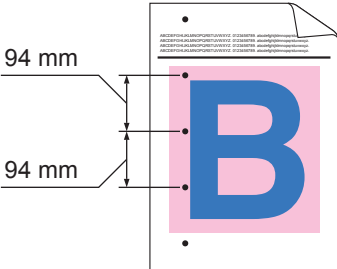
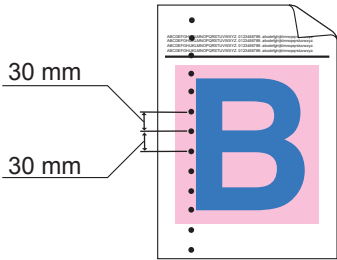

- 1 To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 22.)
- 2 Check that the drum unit and toner cartridges are installed properly.


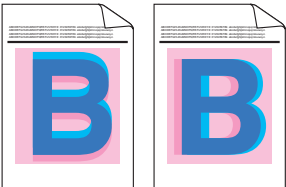
Examples of poor print quality	Recommendation
<p>White lines, bands or ribbing across the page</p> 	<ul style="list-style-type: none"> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>Colours are light or unclear on the whole page</p> 	<ul style="list-style-type: none"> <li>■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver.</li> <li>■ Make sure that you choose the correct media type in the printer driver or in the machine's Paper Type menu setting. (See <i>Acceptable paper and other print media</i> on page 22 and <i>Basic tab</i> in the <i>Software User's Guide</i>.)</li> <li>■ Shake all four toner cartridges gently.</li> <li>■ Wipe the laser scanner windows with a dry lint-free soft cloth. (See <i>Cleaning the laser scanner windows</i> on page 95.)</li> <li>■ Perform the calibration. (See <i>Calibration</i> on page 110.)</li> </ul>


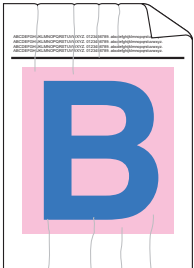



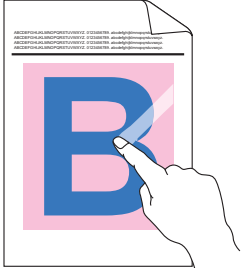
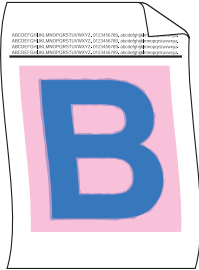
Examples of poor print quality	Recommendation
<p>White streaks or bands down the page</p> 	<ul style="list-style-type: none"> <li>■ Wipe the laser scanner windows with a dry lint-free soft cloth. (See <i>Cleaning the laser scanner windows</i> on page 95.)</li> <li>■ Clean the drum unit. (See <i>Cleaning the drum unit</i> on page 103.)</li> <li>■ Identify the missing colour and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> </ul>
<p>Coloured streaks or bands down the page</p> 	<ul style="list-style-type: none"> <li>■ Clean all four corona wires (one for each colour) inside the drum unit by sliding the green tab. (See <i>Cleaning the corona wires</i> on page 99.)</li> <li>■ Make sure the corona wire green tabs are at their home positions (▲).</li> <li>■ Clean the scanner glass and scanner glass strip. (See <i>Cleaning the scanner glass</i> on page 94.)</li> <li>■ Replace the toner cartridge that matches the colour of the streak or band. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>Coloured lines across the page</p> 	<ul style="list-style-type: none"> <li>■ If coloured lines appear at 30 mm intervals, replace the toner cartridge that matches the colour of the line. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li>■ If coloured lines appear at 94 mm intervals, put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>White spots or hollow print</p> 	<ul style="list-style-type: none"> <li>■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu match the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 22 and <i>Basic tab</i> in the <i>Software User's Guide</i>.)</li> <li>■ Check the machine's environment. Conditions such as high humidity can cause white spots or hollow print. (See <i>To use the product safely</i> in the <i>Safety and Legal Booklet</i>.)</li> </ul>


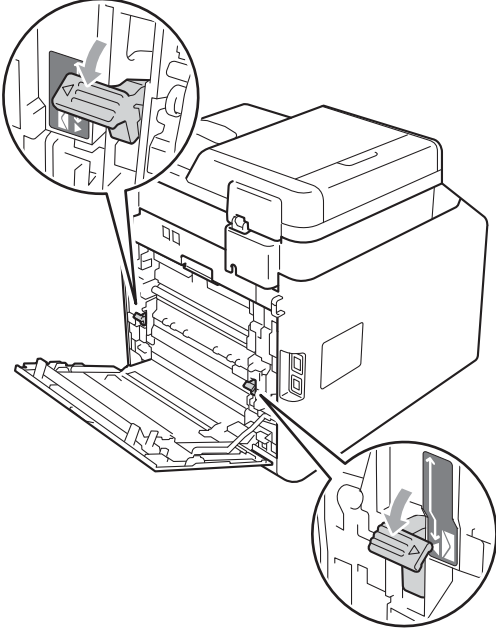


Examples of poor print quality	Recommendation
<p>Completely blank or some colours are missing</p> 	<ul style="list-style-type: none"> <li>■ Put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>Coloured spots at 94 mm</p> 	<ul style="list-style-type: none"> <li>■ If the problem is not solved after printing, the drum may have foreign material, such as glue from a label, stuck on the drum surface. Clean the drum unit. (See <i>Cleaning the drum unit</i> on page 103.)</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>Coloured spots at 30 mm</p> 	<ul style="list-style-type: none"> <li>■ Identify the colour causing the problem and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> </ul>
<p>Toner scatter or toner stain</p> 	<ul style="list-style-type: none"> <li>■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. (See <i>Choosing a location</i> in the <i>Safety and Legal Booklet</i>.)</li> <li>■ Identify the colour causing the problem and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li>■ If the problem continues, put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>

Examples of poor print quality	Recommendation
<p>The colour of your printouts is not what you expected</p>	<ul style="list-style-type: none"> <li>■ Make sure <b>Toner Save</b> mode is off in the control panel of the machine or the printer driver.</li> <li>■ Perform the calibration. (See <i>Calibration</i> on page 110.)</li> <li>■ Adjust the colour by using the custom setting in the printer driver and by using the control panel of the machine. Colours the machine can print and colours you see on a monitor are different. The machine may not be able to reproduce the colours on your monitor.</li> <li>■ If colours appear in the printed grey areas, make sure there is a check in the <b>Improve Grey Colour</b> check box of the printer driver. (See <i>Basic tab</i> for Windows® printer driver, <i>Advanced tab</i> for Macintosh printer driver or <i>Features</i> for Macintosh BR-Script printer driver in the <i>Software User's Guide</i>.)</li> <li>■ If shaded areas look dull, remove the check from the <b>Improve Grey Colour</b> check box.</li> <li>■ If a printed black graphic is too light, choose <b>Enhance Black Printing</b> mode in the printer driver. (See <i>Settings Dialog</i> for Windows® printer driver, <i>Advanced options</i> for Windows® BR-Script printer driver, <i>Print Settings</i> for Macintosh printer driver or <i>Printer Features</i> for Macintosh BR-Script printer driver in the <i>Software User's Guide</i>.)</li> <li>■ Identify the colour causing the problem and put in a new toner cartridge. (See <i>Replacing a Toner cartridge</i> on page 68.)</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>All one colour</p> 	<ul style="list-style-type: none"> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>Colour misregistration</p> 	<ul style="list-style-type: none"> <li>■ Make sure that the machine is on a solid level surface.</li> <li>■ Perform the auto colour registration using the control panel (see <i>Auto Registration</i> on page 111) or perform the manual colour registration using the control panel (see <i>Manual Registration</i> on page 111).</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> <li>■ Put in a new belt unit. (See <i>Replacing the belt unit</i> on page 81.)</li> </ul>

Examples of poor print quality	Recommendation
<p>Uneven density appears periodically across the page</p> 	<ul style="list-style-type: none"> <li>■ Perform the calibration. (See <i>Calibration</i> on page 110.)</li> <li>■ Adjust the contrast or brightness when you are in copy mode. (See <i>Adjusting Contrast, Colour and Brightness</i> in <i>Chapter 7</i> of the <i>Advanced User's Guide</i>.)</li> <li>■ Identify the colour that is uneven and put in a new toner cartridge for that colour. (See <i>Replacing a Toner cartridge</i> on page 68.) To identify the colour of the toner cartridge, visit us at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>
<p>Thin lines do not print</p>	<ul style="list-style-type: none"> <li>■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver.</li> <li>■ Change the print resolution.</li> <li>■ If you use a Windows® printer driver, choose <b>Improve Pattern Printing</b> or <b>Improve Thin Line</b> in <b>Settings</b> from the <b>Basic</b> tab. (See <i>Settings Dialog</i> in the <i>Software User's Guide</i>.)</li> </ul>
<p>Wrinkle</p> 	<ul style="list-style-type: none"> <li>■ Change to the recommended type of paper.</li> <li>■ Make sure that the back cover is closed properly.</li> <li>■ Make sure that the two grey levers inside the back cover are in the up position.</li> <li>■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 22 and <i>Basic tab</i> in the <i>Software User's Guide</i>.)</li> </ul>
<p>Offset image</p> 	<ul style="list-style-type: none"> <li>■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 22 and <i>Basic tab</i> in the <i>Software User's Guide</i>.)</li> <li>■ Make sure that the two grey levers inside the back cover are in the up position.</li> <li>■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem. (See <i>Choosing a location</i> in the <i>Safety and Legal Booklet</i>.)</li> <li>■ Put in a new drum unit. (See <i>Replacing the drum unit</i> on page 75.)</li> </ul>

Examples of poor print quality	Recommendation
<p>Poor fixing</p> 	<ul style="list-style-type: none"> <li>■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See <i>Acceptable paper and other print media</i> on page 22 and <i>Basic tab</i> in the <i>Software User's Guide</i>.)</li> <li>■ Make sure that the two grey levers inside the back cover are in the up position.</li> <li>■ Choose <b>Improve Toner Fixing</b> mode in the printer driver. (See <i>Other Print Options</i> (For Windows® printer driver), <i>Advanced options</i> (For Windows® BR-Script printer driver), <i>Print Settings</i> (For Macintosh printer driver) or <i>Printer Features</i> (For Macintosh BR-Script printer driver) in the <i>Software User's Guide</i>.) If this selection does not provide enough improvement, change the printer driver setting in <b>Media Type</b> to a thick setting.</li> </ul>
<p>Curled or wavy</p> 	<ul style="list-style-type: none"> <li>■ Choose <b>Reduce Paper Curl</b> mode in the printer driver when you do not use our recommended paper. (See <i>Other Print Options</i> (For Windows® printer driver), <i>Advanced options</i> (For Windows® BR-Script printer driver), <i>Print Settings</i> (For Macintosh printer driver) or <i>Printer Features</i> (For Macintosh BR-Script printer driver) in the <i>Software User's Guide</i>.)</li> <li>■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray.</li> <li>■ Store the paper where it will not be exposed to avoid high temperatures and high humidity.</li> <li>■ Open the back cover (<i>face up</i> output tray) to let the printed paper out on the back output tray.</li> </ul>

Examples of poor print quality	Recommendation
<p data-bbox="142 291 337 320">Envelope creases</p> 	<ul style="list-style-type: none"> <li data-bbox="504 291 1245 353">■ Make sure that the two grey envelope levers are pulled down when you are printing envelopes.</li> </ul>  <ul style="list-style-type: none"> <li data-bbox="504 1025 1245 1108">■ If creases occur with the envelope levers in the envelope position, print with the back cover opened and feed one envelope at a time from the MP tray.</li> </ul>

# Machine Information

## Checking the Serial Number

You can see the machine's Serial Number on the LCD.

- 1 Press **Menu**, **8**, **1**.
- 2 Press **Stop/Exit**.

## Reset functions

---

The following reset functions are available:

### 1 Network

You can reset the internal print server back to its default factory settings such as the password and IP address information.

### 2 Address & Fax

Address & Fax resets the following settings:

- Address Book  
(One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory  
(Polled TX, Delayed Fax)
- Station ID  
(name and number)
- Coveragepage Msg  
(comments)
- Remote Fax Option  
(Remote Access Code, Fax Storage, Fax Forwarding, Paging and PC-Fax)
- Report settings  
(Transmission Verification Report/Tel Index List/Fax Journal)
- Setting Lock password

### 3 All Settings

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you perform this operation when you dispose of the machine.



### Note

---

Unplug the interface cable before you choose **Network** or **All Settings**.

---

## How to reset the machine

---

- 1 Press **Menu, 0, 7**.  
Press **Menu, 0, 6** (for New Zealand).
- 2 Press **▲** or **▼** to choose the reset function you want to use.  
Press **OK**.
- 3 Do one of the following;
  - To reset the settings, press **1** and go to step 4.
  - To exit without making changes, press **2** and go to step 5.
- 4 You will be asked to reboot the machine. Do one of the following;
  - To reboot the machine press **1**. The machine will begin the reset.
  - To exit without rebooting the machine, press **2**. Go to step 5.
- 5 Press **Stop/Exit**.



### Note

---

You can also reset the Network settings by pressing **Menu, 7, 0**.

---

## On-screen programming

Your machine has been designed to be easy to use. The LCD provides on-screen programming using the menu keys.

We have created step by step on-screen instructions to help you program your machine. Simply follow the steps as they guide you through the menu selections and programming options.

## How to access the menu mode

---

- 1 Press **Menu**.
- 2 Choose an option.
  - Press **1** for General Setup menu.
  - Press **2** for Fax menu.
  - Press **3** for Copy menu.
  - Press **4** for Printer menu.
  - Press **5** for USB Direct I/F menu.
  - Press **6** for Print Reports menu.
  - Press **7** for Network menu.
  - Press **8** for Machine Info. menu.
  - Press **9** for Service menu. <sup>1</sup>
  - Press **0** for Initial Setup menu.
- 3 Press **OK** when the option you want appears on the LCD. The LCD will then show the next menu level.
- 4 Press **▲** or **▼** to scroll to your next menu selection.
- 5 Press **OK**. When you have finished setting an option, the LCD will show *Accepted*.
- 6 Press **Stop/Exit** to exit Menu mode.

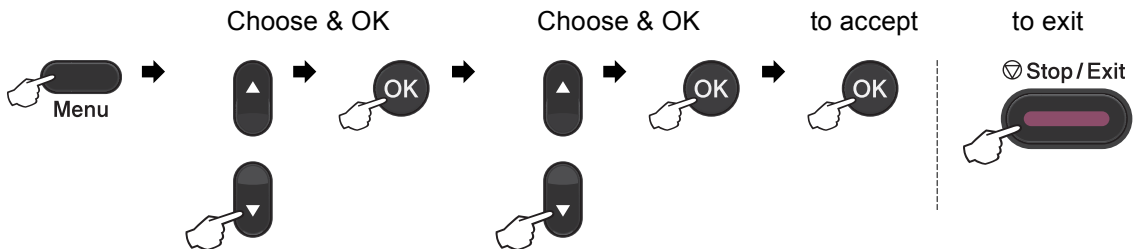
<sup>1</sup> This will appear only when the LCD shows an error message.

You can also scroll through each menu level by pressing **▲** or **▼** for the direction you want.



# Menu table

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup	1. Mode Timer	—	—	0 Sec 30 Secs 1 Min <b>2 Mins*</b> 5 Mins Off	Sets the time to return to Fax mode and the time the machine will change from individual user to public user mode when using Secure Function Lock.	See <sup>1</sup> .
	2. Paper	1. Paper Type	1. MP Tray	Thin <b>Plain*</b> Thick Thicker Recycled Paper Glossy Paper	Sets the type of paper in the paper tray.	19
			2. Tray#1	Thin <b>Plain*</b> Thick Thicker Recycled Paper	Sets the type of paper in the paper tray.	19
			3. Tray#2 (This menu only appears if you have the optional tray#2.)	Thin <b>Plain*</b> Thick Thicker Recycled Paper	Sets the type of paper in the paper tray.	19

<sup>1</sup> See *Advanced User's Guide*.

<sup>2</sup> See *Software User's Guide*



The factory settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	2.Paper (Continued)	2.Paper Size	1.MP Tray	<b>A4*</b> Letter Legal Executive A5 A5 L A6 B5 B6 Folio Any	Sets the size of the paper in the paper tray.	19
			2.Tray#1	<b>A4*</b> Letter Legal Executive A5 A5 L A6 B5 B6 Folio		
			3.Tray#2 (This menu only appears if you have the optional tray#2.)	<b>A4*</b> Letter Legal Executive A5 B5 B6 Folio		


<sup>1</sup> See *Advanced User's Guide*.


<sup>2</sup> See *Software User's Guide*



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1. General Setup (Continued)	3. Volume	1. Ring	—	Off Low <b>Med*</b> High	Adjusts the ring volume.	10
		2. Beeper	—	Off Low <b>Med*</b> High	Adjusts the volume level of the beeper.	10
		3. Speaker	—	Off Low <b>Med*</b> High	Adjusts the speaker volume.	10
	4. Ecology	1. Toner Save	—	On <b>Off*</b>	Increases the page yield of the toner cartridge.	See <sup>1</sup> .
		2. Sleep Time	—	Range varies depending on models. <b>003Min*</b>	Conserves power.	
	5. Tray Use	1. Copy	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> T1>T2>MP (Tray#2 or T2 appears only if you installed the optional paper tray.)	Chooses the tray that will be used for Copy mode.	20
		2. Fax	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2 <b>T1&gt;T2&gt;MP*</b> (Tray#2 or T2 appears only if you installed the optional paper tray.)	Chooses the tray that will be used for Fax mode.	20
	<sup>1</sup> See <i>Advanced User's Guide</i> . <sup>2</sup> See <i>Software User's Guide</i>					
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
1.General Setup (Continued)	5.Tray Use (Continued)	3.Print	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> T1>T2>MP (Tray#2 or T2 appears only if you installed the optional paper tray.)	Chooses the tray that will be used for Print mode.	21
	6.LCD Contrast	—	—	-□□□■+ -□□□■+ -□□■□+* -■□□□+ -■□□□+	Adjusts the contrast of the LCD.	See 1.
	7.Security	1.Function Lock	—	—	Can restrict selected machine operation for up to 25 individual users and all other non-authorized Public users.	
		2.Setting Lock	—	—	Stops unauthorized users from changing the machine's current settings.	
	8.Document Scan	1.Glass ScanSize	—	—	<b>A4*</b> Letter	Adjusts the scan area of the scanner glass to the size of the document.
2.File Size		1.Color	—	Small <b>Middle*</b> Large	You can set your own default settings of the data compression rate.	See 2.
		2.Gray	—	Small <b>Middle*</b> Large		
3.Duplex Scan (MFC-9465CDN only)	—	—	—	<b>Long edge*</b> Short edge	Chooses the duplex scanning format.	See 1.
<p><sup>1</sup> See <i>Advanced User's Guide</i>.</p> <p><sup>2</sup> See <i>Software User's Guide</i></p>						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options	Descriptions	Page
2. Fax	1. Setup Receive (In Fax mode only)	1. Ring Delay	(02 - 10) <b>02*</b> (Example for Australia)	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	35
		2. F/T Ring Time	20 Secs <b>30 Secs*</b> 40 Secs 70 Secs	Sets the fast double-ring time in Fax/Tel mode.	35
		3. Fax Detect	<b>On*</b> Off	Receives fax messages without pressing <b>Mono Start</b> or <b>Colour Start</b> .	36
		4. Remote Codes	On (*51, #51) <b>Off*</b>  (*91, #91 for New Zealand)	Allows you to answer all calls at an extension or external phone and use codes to turn the machine on or off. You can personalize these codes.	45
		5. Auto Reduction	<b>On*</b> Off	Cuts the size of incoming faxes.	See <sup>1</sup> .
		6. Print Density	-□□□■+ -□□□□+ -□■□□+* -□■□□+ -■□□□+	Makes printouts darker or lighter.	
		7. Polling RX	<b>Standard*</b> Secure Timer	Sets up your machine to poll another fax machine.	
		8. Fax Rx Stamp	On <b>Off*</b>	Prints the received time and date on the top of the received faxes.	
		9. Duplex	On <b>Off*</b>	Prints receive faxes on both sides of the paper.	
<sup>1</sup> See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
2. Fax (Continued)	2. Setup Send (In Fax mode only)	1. Contrast	<b>Auto*</b> Light Dark	Changes the lightness or darkness of faxes you send.	See <sup>1</sup> .
		2. Fax Resolution	<b>Standard*</b> Fine S. Fine Photo	Sets the default resolution for outgoing faxes.	
		3. Delayed Fax	—	Sets the time of day in 24 hour format that the delayed faxes will be sent.	
		4. Batch TX	On <b>Off*</b>	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		5. Real Time TX	Next Fax: On Next Fax: Off On <b>Off*</b>	Sends a fax without using the memory.	
		6. Polled TX	<b>Standard*</b> Secure	Sets up your machine with a document to be retrieved by another fax machine.	
		7. Coverpg Setup	Next Fax: On Next Fax: Off On <b>Off*</b> Print Sample	Automatically sends a cover page you have programmed.	
		8. Coverpage Note	—	Sets up your own comments for the fax cover page.	
		9. Overseas Mode	On <b>Off*</b>	If you are having difficulty sending faxes overseas, set this to On.	

<sup>1</sup> See *Advanced User's Guide*.




The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page	
2. Fax (Continued)	3. Address Book	1. One Touch Dial	—	Stores up to 16 One Touch Dial numbers, so you can dial by pressing one key (and <b>Mono Start</b> or <b>Colour Start</b> ).	49	
		2. Speed Dial	—	Stores up to 300 Speed Dial numbers, so you can dial by pressing only a few keys (and <b>Mono Start</b> or <b>Colour Start</b> ).	50	
		3. Setup Groups	—	Sets up to 20 Group numbers for Broadcasting.	See <sup>1</sup> .	
	4. Report Setting	1. Transmission	On On+Image <b>Off*</b> Off+Image	Sets initial setup for Transmission Verification Report.	31	
		2. Journal Period	<b>Every 50 Faxes*</b> Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days Off	Sets the interval for automatic printing of the Fax Journal.	See <sup>1</sup> .	
	5. Remote Fax Opt	1. Forward/Store  (Backup Print)	<b>Off*</b> Fax Forward Fax Storage PC Fax Receive	Sets the machine to forward fax messages, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.  If you chose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.	See <sup>1</sup> .	
			2. Remote Access	---*		Sets your own code for Remote Retrieval.
			3. Print Document	—		Prints incoming faxes stored in the memory.


<sup>1</sup> See *Advanced User's Guide*.



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	Page	
2. Fax (Continued)	6. Dial Restrict.	1. Dial Pad	<b>Off*</b> Enter # twice On	You can set the machine to restrict dialling when using the dial pad.	See <sup>1</sup> .	
		2. One Touch Dial	<b>Off*</b> Enter # twice On	You can set the machine to restrict the dialling of One Touch numbers.		
		3. Speed Dial	<b>Off*</b> Enter # twice On	You can set the machine to restrict the dialling of Speed Dial numbers.		
	7. Remaining Jobs	—	—	You can check which jobs are in the memory and lets you cancel scheduled jobs.		
	0. Miscellaneous	1. Compatibility		<b>High*</b> Normal Basic (for VoIP)	Adjusts the equalization for transmission difficulties.  VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic (for VoIP).	142
			2. Distinctive (Not available in New Zealand)	On <b>Off*</b>	Use with telephone company distinctive ringing service allows you to have a voice number and fax number on the one telephone line.	37 41
			2. Faxability (For New Zealand Only)	On <b>Off*</b>	If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number. And if you set in to ON, you should use the registered number only.	39
	<sup>1</sup> See <i>Advanced User's Guide</i> .					
	 The factory settings are shown in Bold with an asterisk.					



Level 1	Level 2	Level 3	Options	Descriptions	Page	
3.Copy	1.Quality	—	<b>Auto*</b> Text Photo Graph	You can choose the Copy resolution for your type of document.	See <sup>1</sup> .	
	2.Brightness	—	-□□□□■+ -□□□□□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjust the brightness for copies.		
	3.Contrast	—	-□□□□■+ -□□□□□+ -□□■□□+* -□■□□□+ -■□□□□+	Adjusts the contrast for copies.		
	4.Color Adjust	1.Red		-□□□□■+ -□□□□□+ -□□■□□+* -□■□□□+ -■□□□□+		Adjusts the red colour for copies.
		2.Green		-□□□□■+ -□□□□□+ -□□■□□+* -□■□□□+ -■□□□□+		Adjusts the green colour for copies.
		3.Blue		-□□□□■+ -□□□□□+ -□□■□□+* -□■□□□+ -■□□□□+		Adjusts the blue colour for copies.
	<sup>1</sup> See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.						


Level 1	Level 2	Level 3	Options	Descriptions	Page
4. Printer	1. Emulation	—	<b>Auto*</b> HP LaserJet BR-Script 3	Chooses the emulation mode.	See <sup>2</sup> .
	2. Print Options	1. Internal Font	1. HP LaserJet 2. BR-Script 3	Prints a list of the machine's internal fonts.	
		2. Configuration	—	Prints a list of the machine's printer settings.	
		3. Test Print	—	Prints a test page.	
	3. Duplex	—	<b>Off*</b> On (Long Edge) On (Short Edge)	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
	4. Output Color	—	<b>Auto*</b> Color B&W	Chooses colour or black & white printed documents. If you choose Auto, the machine selects a suitable option for the document (color or B&W).	
	5. Reset Printer	—	1. Reset 2. Exit	Restores the printer settings to the original factory default settings.	
	6. Calibration	—	Calibrate Reset	Adjusts the colour density or returns the colour calibration to the factory settings.	110
7. Auto Regist.	—	1. Start 2. Exit	Adjust the print position of each colour automatically.	111	


<sup>1</sup> See *Advanced User's Guide*.


<sup>2</sup> See *Software User's Guide*.





The factory settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Options	Descriptions	Page
4. <b>Printer</b> (Continued)	8. <b>Manual Regist.</b>	1. <b>Print Chart</b>	—	Print the chart to manually check the registration of the colours.	111
		2. <b>Set Regist.</b>	1 Magenta Left 2 Cyan Left 3 Yellow Left 4 Magenta Center 5 Cyan Center 6 Yellow Center 7 Magenta Right 8 Cyan Right 9 Yellow Right	Sets the correction value on the chart you printed from Print Chart.	
	9. <b>Frequency</b>	—	<b>Normal*</b> Low Off	Sets the interval time you want to carry out the auto registration and the calibration.	111
<p><sup>1</sup> See <i>Advanced User's Guide</i>.</p> <p><sup>2</sup> See <i>Software User's Guide</i>.</p>					
<p> The factory settings are shown in Bold with an asterisk.</p>					

Level 1	Level 2	Level 3	Options	Descriptions	Page
5.USB Direct I/F	1.Direct Print	1.Paper Size	<b>A4*</b> Letter Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the paper size when printing directly from the USB flash memory drive.	54
		2.Media Type	Thin <b>Plain*</b> Thick Thicker Recycled Paper Glossy Paper	Sets the media type when printing directly from the USB flash memory drive.	54
		3.Multiple Page	<b>1in1*</b> 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Sets the page style when printing multiple pages directly from the USB Flash memory drive.	55
		4.Orientation	<b>Portrait*</b> Landscape	Sets the page orientation when printing directly from the USB Flash memory drive.	55
		5.Collate	<b>On*</b> Off	Enables or disables the page collation when printing directly from the USB Flash memory drive.	55
<sup>1</sup> See <i>Software User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					


Level 1	Level 2	Level 3	Options	Descriptions	Page
5.USB Direct I/F (Continued)	1.Direct Print (Continued)	6.Print Quality	<b>Normal*</b> Fine	Sets the print quality option when printing directly from the USB Flash memory drive.	55
		7.PDF Option	<b>Document*</b> Document&Markup Document&Stamps	Sets the PDF option whether to print comments (Markup) or stamps in the PDF file along with the text.	55
		8.Index Print	<b>Simple*</b> Details	Sets the index print option, simple format or details.	55
	2.Scan to USB	1.Resolution	<b>Color 100 dpi*</b> Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	Sets the resolution to send the scanned data to USB Flash memory drive.	See <sup>1</sup> .
		2.File Name	—	Enter the file name of the scanned data.	
<sup>1</sup> See <i>Software User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page
6. Print Reports	1. XMIT Verify	1. View on LCD	—	Prints a Report for your last transmission.	See <sup>1</sup> .
		2. Print Report	—		
	2. Help List	—	—	Prints the Help List so you can see at-a-glance how to quickly program your machine.	
	3. Tel Index List	1. Numeric	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
		2. Alphabetic	—		
	4. Fax Journal	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	5. User Settings	—	—	Lists your settings.	
	6. Network Config	—	—	Lists your Network settings.	
7. Drum Dot Print	—	—	Prints the drum dot check sheet.		
8. Order Form	—	—	You can print an accessories order form to fill out and send to you Brother dealer.		
<sup>1</sup> See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
7. Network	1. TCP/IP	1. Boot Method	—	<b>Auto*</b> Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.
		2. IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
		3. Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
		4. Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
		5. Node Name	—	BRNXXXXXXXXXXXXXX	Enter the Node name.
		6. WINS Config	—	<b>Auto*</b> Static	Chooses the WINS configuration mode.
		7. WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.
		8. DNS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
		9. APIPA	—	<b>On*</b> Off	Automatically allocates the IP address from the link-local address range.
	0. IPv6	—	On <b>Off*</b>	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> for more information.	
See Network User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Level 4	Options	Descriptions
7. Network (Continued)	2. Ethernet	—	—	<b>Auto*</b> 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.
	3. Status	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive	Shows the Ethernet link status.
	4. MAC Address	—	—	—	Shows the MAC address of the machine.
	5. Scan To FTP	—	—	<b>Color 100 dpi*</b> Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	Chooses the file format to send the scanned data via FTP.
	6. ScanTo Network	—	—	<b>Color 100 dpi*</b> Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	You can scan a black and white or colour document directly to a CIFS server on your local network or on the internet.
	0. Network Reset	1. Reset	—	1. Yes 2. No	Restore all network settings to factory default.
		2. Exit	—	—	
See <i>Network User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					



Level 1	Level 2	Level 3	Options	Descriptions	Page
8. Machine Info.	1. Serial No.	—	—	You can check the serial number of your machine.	150
	2. Page Counter	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See <sup>1</sup> .
	3. Parts Life	1. Drum	—	You can check the percentage of a machine part's life that remains available.  (PF Kit 2 appears only if you installed the optional paper tray.)	
		2. Belt Unit	—		
		3. Fuser	—		
		4. Laser	—		
		5. PF Kit MP	—		
		6. PF Kit 1	—		
7. PF Kit 2		—			
<sup>1</sup> See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	Page	
0.Initial Setup	1.Receive Mode	—	<b>Fax Only*</b> Fax/Tel External TAD Manual	Chooses the receive mode that best suits your needs.	33	
	2.Date&Time	1.Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See <sup>2</sup> .
		2.Daylight Save	On <b>Off*</b>	On <b>Off*</b>	Changes for Daylight Savings Time manually.	See <sup>1</sup> .
		3.Time Zone	UTCXXX:XX	UTCXXX:XX	Sets the time zone for your country.	See <sup>3</sup> .
	3.Station ID	—	Fax: Tel: Name:	Sets your name and fax number to appear on each page you fax.	See <sup>2</sup> .	
	4.Tone/Pulse (not available in New Zealand)	—	<b>Tone*</b> Pulse	Chooses the dialling mode.		
	4.Dial Tone (for New Zealand) 5.Dial Tone	—	Detection <b>No Detection*</b>	You can shorten the dial tone detect pause.	142	
	5.Dial Prefix (for New Zealand) 6.Dial Prefix	—	—	Sets a prefix number that will always be added before the fax number every time you dial.	See <sup>1</sup> .	
	6.Reset (for New Zealand) 7.Reset	1.Network	1.Reset 2.Exit	1.Reset 2.Exit	Restores all network settings to factory default.	See <sup>3</sup> .
		2.Address & Fax	1.Reset 2.Exit	1.Reset 2.Exit	Restores all stored phone numbers and fax settings.	150
3.All Settings		1.Reset 2.Exit	1.Reset 2.Exit	Restores all the machine settings to factory default.	150	

<sup>1</sup> See *Advanced User's Guide*.

<sup>2</sup> See *Quick Setup Guide*.

<sup>3</sup> See *Network User's Guide*.



The factory settings are shown in Bold with an asterisk.

## Entering text

When setting certain menu selections, such as the Station ID, you will need to type text characters. The dial pad keys have letters printed on them. The keys: **0**, **#** and **\*** do *not* have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times	six times	seven times	eight times	nine times
1	@	.	/	1	@	.	/	1	@
2	a	b	c	A	B	C	2	a	b
3	d	e	f	D	E	F	3	d	e
4	g	h	i	G	H	I	4	g	h
5	j	k	l	J	K	L	5	j	k
6	m	n	o	M	N	O	6	m	n
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8	t	u
9	w	x	y	z	W	X	Y	Z	9

For menu selections that do not allow lower case character selection, please use this reference table.

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	7	P
8	T	U	V	8	T
9	W	X	Y	9	W

### Inserting spaces

To enter a space in a fax number, press ► once between numbers. To enter a space in a name, press ► twice between characters.

### Making corrections

If you entered a letter incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, and then press **Clear**.

### Repeating letters

To enter a character on the same key as the previous character, press ► to move the cursor right before pressing the key again.

## Special characters and symbols

Press \*, # or 0, then press ◀ or ▶ to move the cursor to the symbol or character you want. Press **OK** to choose it. The symbols and characters below will appear depending on your menu selection.

Press *	for	(space) ! " # \$ % & ' ( ) * + , - . / €
Press #	for	: ; < = > ? @ [ ] ^ _ \ ~ '   { }
Press 0	for	Ä Ë Ö Ü À Ç È É 0

# D

# Specifications

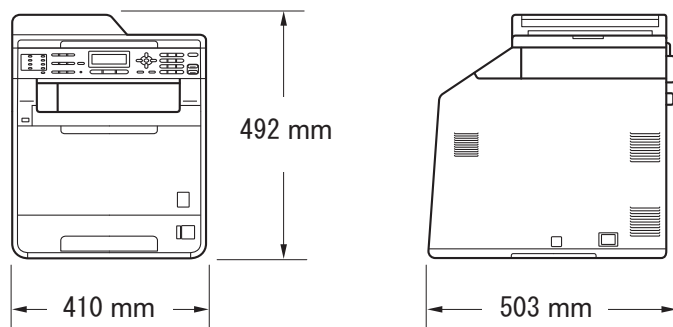
## General

<b>Printer Type</b>	Laser	
<b>Print Method</b>	Electrophotography by semiconductor laser beam scanning	
<b>Memory Capacity</b>	(MFC-9465CDN) 256 MB (MFC-9460CDN) 128 MB	
<b>LCD (liquid crystal display)</b>	22 characters × 5 lines	
<b>Power Source</b>	220 - 240 V AC 50/60Hz	
<b>Power Consumption <sup>1</sup></b>	Peak:	1200 W
	Copying (Average):	Approx. 570 W <sup>2</sup>
	Deep Sleep (Average):	Approx. 1.7 W
	Ready (Average):	Approx. 70 W

<sup>1</sup> USB connection to PC

<sup>2</sup> When making a copy from one sheet

## Dimensions



<b>Weight</b>	With Consumables:	26.5 kg
---------------	-------------------	---------

**Noise level****Sound power**<sup>1</sup>

Operating (Colour Copying): LWAd = 6.68 B (A)

Operating (Monochrome Copying): LWAd = 6.67 B (A)

Office equipment with LWAd > 6.30 B (A) is not suitable for use in room where people do primarily intellectual work. Such equipment should be placed in separate rooms because of the noise emission.

Standby: LWAd = 4.26 B (A)

**Sound pressure**

Operating (Printing): LPAm = 57 dB (A)

Standby: LPAm = 33 dB (A)

<sup>1</sup> Measured in accordance with ISO 9296.

**Temperature**

Operating: 10 to 32.5°C

Storage: 0 to 40°C

**Humidity**

Operating: 20 to 80% (without condensation)

Storage: 10 to 90% (without condensation)

**ADF (automatic document feeder)**

Up to 35 pages (Staggered) [80 gsm]

## Document Size

### Document Size (Single-sided)

ADF Width: 147.3 to 215.9 mm

ADF Length: 147.3 to 356.0 mm

Scanner Glass  
Width: Max. 215.9 mm

Scanner Glass  
Length: Max. 297 mm

### Document Size (2-sided (Duplex)) (MFC-9465CDN)

ADF Width: 147.3 to 215.9 mm

ADF Length: 147.3 to 356.0 mm

# Print media

<b>Paper Input</b>	<b>Paper Tray</b>	
	■ Paper Type:	Plain paper, Thin paper or Recycled paper
	■ Paper Size:	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal and Folio
	■ Paper Weight:	60 to 105 gsm
	■ Maximum Paper Tray Capacity:	Up to 250 sheets of 80 gsm Plain paper
	<b>Multi-purpose tray (MP tray)</b>	
	■ Paper Type:	Envelope, Env. Thin, Env. Thick, Labels <sup>1</sup> , Glossy paper, Thin paper, Thick paper, Thicker paper, Recycled paper, Bond paper or Plain paper
	■ Paper Size:	Width: 69.8 to 216 mm Length: 116 to 406.4 mm
	■ Paper Weight:	60 to 163 gsm <sup>2</sup>
	■ Maximum Paper Tray Capacity:	Up to 50 sheets of 80 gsm Plain paper
	<b>Paper Tray 2 (option)</b>	
	■ Paper Type:	Plain paper, Thin paper or Recycled paper
	■ Paper Size:	Letter, A4, B5 (ISO/JIS), A5, B6 (ISO), Executive, Legal and Folio
	■ Paper Weight:	60 to 105 gsm
	■ Maximum Paper Tray Capacity:	Up to 500 sheets of 80 gsm Plain paper
<b>Paper Output</b>	<b>Face-Down Output Tray</b>	Up to 150 sheets ( <i>face down</i> print delivery to the output paper tray)
	<b>Face-Up Output Tray</b>	One sheet ( <i>face up</i> print delivery to the <i>Face up</i> output tray)



**Duplex  
Printing**

■ Manual Duplex:	Yes
■ Automatic Duplex:	Yes
■ Paper Size (Automatic Duplex):	A4
■ Paper Weight (Automatic Duplex):	60 to 105 gsm
■ Paper Type (Automatic Duplex):	Plain paper, Thin paper, Recycled paper or Glossy paper

<sup>1</sup> For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

<sup>2</sup> 60 to 105 gsm for duplex print.

# Fax

<b>Compatibility</b>	ITU-T Super Group 3
<b>Modem Speed</b>	Automatic Fallback: 33,600 bps
<b>2-sided (Duplex) Print Receiving</b>	Yes
<b>Automatic 2-sided (Duplex) Sending (MFC-9465CDN)</b>	Yes (from ADF)
<b>Scanning Width</b>	Max. 208 mm
<b>Printing Width</b>	Max. 208 mm
<b>Greyscale</b>	8 bit/256 levels
<b>Resolution</b>	Horizontal: 8 dot/mm Vertical ■ Standard: 3.85 line/mm (Mono) 7.7 line/mm (Colour) ■ Fine: 7.7 line/mm (Mono) 7.7 line/mm (Colour) ■ Photo: 7.7 line/mm (Mono) ■ Superfine: 15.4 line/mm (Mono)
<b>One Touch Dial</b>	16 (8 × 2)
<b>Speed Dial</b>	300 stations
<b>Groups</b>	Up to 20
<b>Broadcasting</b>	366 stations
<b>Automatic Redial</b>	3 times at 5 minute intervals
<b>Memory Transmission</b>	Up to 500 <sup>1</sup> pages <sup>2</sup>
<b>Out of Paper Reception</b>	Up to 500 <sup>1</sup> pages <sup>2</sup>

<sup>1</sup> 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

<sup>2</sup> Black & White only

# Copy

<b>Colour/Black</b>	Yes/Yes
<b>Copy Width</b>	Max. 210 mm
<b>Automatic 2-sided (Duplex) Copy (MFC-9465CDN)</b>	Yes (from ADF)
<b>Multiple Copies</b>	Stacks or Sorts up to 99 pages
<b>Reduce/Enlarge</b>	25% to 400% (in increments of 1%)
<b>Resolution</b>	Up to 1200 × 600 dpi
<b>First Copy Out Time (Monochrome)</b>	Less than 19 seconds (from the READY mode and standard tray)
<b>First Copy Out Time (Colour)</b>	Less than 21 seconds (from the READY mode and standard tray)

# Scanner

<b>Colour/Black</b>	Yes/Yes
<b>TWAIN Compliant</b>	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®/ Windows® 7)  Mac OS X 10.4.11 – 10.6.x <sup>1</sup>
<b>WIA Compliant</b>	Yes (Windows® XP/Windows Vista®/Windows® 7)
<b>Colour Depth</b>	48 bit internal / 24 bit external colour
<b>Resolution</b>	Up to 19200 × 19200 dpi (interpolated) <sup>2</sup>  Up to 1200 × 2400 dpi (optical) <sup>2</sup> (from Scanner Glass)  Up to 1200 × 600 dpi (optical) <sup>2</sup> (from ADF)
<b>Scanning Width</b>	Max. 210 mm
<b>Automatic 2-sided (Duplex) Scanning (MFC-9465CDN)</b>	Yes (from ADF)
<b>Greyscale</b>	256 levels

<sup>1</sup> For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>.

<sup>2</sup> Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

# Printer

<b>Automatic 2-sided (Duplex) Print</b>	Yes
<b>Emulations</b>	PCL6, BR-Script3 (PostScript® 3™)
<b>Resolution</b>	600 dpi × 600 dpi, 2400 dpi (2400 × 600) quality
<b>Print Speed (Monochrome Duplex)</b>	Up to 14 sides/minute (Up to 7 sheets/minute) (A4 size) <sup>1</sup>
<b>Print Speed (Colour Duplex)</b>	Up to 14 sides/minute (Up to 7 sheets/minute) (A4 size) <sup>1</sup>
<b>Print Speed (Monochrome)</b>	Up to 24 pages/minute (A4 size) <sup>1</sup>
<b>Print Speed (Colour)</b>	Up to 24 pages/minute (A4 size) <sup>1</sup>
<b>First Print Out Time (Monochrome)</b>	Less than 16 seconds (from the READY mode and standard tray)
<b>First Print Out Time (Colour)</b>	Less than 16 seconds (from the READY mode and standard tray)

<sup>1</sup> The print speed may vary depending on the type of document you print.

# Interfaces

**USB** Use a USB cable (Type A/B) that is no more than 2 meters long. <sup>1 2</sup>

**Ethernet** <sup>3</sup> Use an Ethernet UTP cable category 5 or greater.

<sup>1</sup> Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

<sup>2</sup> Third-party USB ports are not supported.

<sup>3</sup> See *Network (LAN)* on page 187 and the Network User's Guide for detailed network specifications.

# Direct Print feature

<b>Compatibility</b>	PDF version 1.7 <sup>1</sup> , JPEG, Exif + JPEG, PRN (created by Brother printer driver), TIFF (scanned by all Brother MFC or DCP models), PostScript® 3™ (created by Brother BR-Script 3 printer driver), XPS version 1.0.
<b>Interface</b>	USB direct interface

<sup>1</sup> PDF data including a JBIG2 image file, a JPEG2000 image file or a transparency file is not supported.

# Computer requirements

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface <sup>3</sup>
					For Drivers	For Applications		
Windows <sup>®</sup> Operating System <sup>1</sup>	Windows <sup>®</sup> 2000 Professional <sup>5</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> II or equivalent	64 MB	256 MB	150 MB	500 MB	Printing, PC-Fax <sup>4</sup> , Scanning	USB, 10/100 Base Tx (Ethernet)
	Windows <sup>®</sup> XP Home <sup>2 6</sup> Windows <sup>®</sup> XP Professional <sup>2 6</sup>		128 MB					
	Windows <sup>®</sup> XP Professional x64 Edition <sup>2 6</sup>	64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista <sup>®</sup> <sup>6</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> 4 or equivalent 64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows <sup>®</sup> 7 <sup>6</sup>	Intel <sup>®</sup> Pentium <sup>®</sup> 4 or equivalent 64-bit (Intel <sup>®</sup> 64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			



Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install		Supported PC Software Functions	Supported PC Interface <sup>3</sup>
					For Drivers	For Applications		
Windows® Operating System <sup>1</sup>	Windows Server® 2003 (print only via network)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	10/100 Base Tx (Ethernet)
	Windows Server® 2003 x64 Edition (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
	Windows Server® 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	2 GB				
	Windows Server® 2008 R2 (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.4.11 10.5.x	PowerPC G4/G5 Intel® Core™ Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send <sup>4</sup> , Scanning	USB, 10/100 Base Tx (Ethernet)
	Mac OS X 10.6.x	Intel® Core™ Processor	1 GB	2 GB				

<sup>1</sup> Internet Explorer® 6.0 or greater.

<sup>2</sup> For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

<sup>3</sup> Third-party USB ports are not supported.

<sup>4</sup> PC-Fax supports black and white only.

<sup>5</sup> PaperPort™ 11SE supports Microsoft® SP4 or higher for Windows® 2000.

<sup>6</sup> PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

For the latest driver updates, visit <http://solutions.brother.com/>.

All trademarks, brand and product names are property of their respective companies.

# Consumable items

<b>Toner Cartridge Life</b>	Starter Toner Cartridge:	
	Black	Approx. 2,500 pages (A4) <sup>1</sup>
	Cyan, Magenta, Yellow	Approx. 1,500 pages (A4) <sup>1</sup>
	Standard Toner Cartridge:	
	<b>TN-340BK</b> (Black):	Approx. 2,500 pages (A4) <sup>1</sup>
	<b>TN-340C</b> (Cyan):	Approx. 1,500 pages (A4) <sup>1</sup>
	<b>TN-340M</b> (Magenta):	Approx. 1,500 pages (A4) <sup>1</sup>
	<b>TN-340Y</b> (Yellow):	Approx. 1,500 pages (A4) <sup>1</sup>
	High Capacity Toner Cartridge:	
	TN-345C (Cyan):	Approx. 3,500 pages (A4) <sup>1</sup>
	TN-345M (Magenta):	Approx. 3,500 pages (A4) <sup>1</sup>
	TN-345Y (Yellow):	Approx. 3,500 pages (A4) <sup>1</sup>
	Super High Capacity Toner Cartridge:	
	TN-348BK (Black):	Approx. 6,000 pages (A4) <sup>1</sup>
TN-348C (Cyan):	Approx. 6,000 pages (A4) <sup>1</sup>	
TN-348M (Magenta):	Approx. 6,000 pages (A4) <sup>1</sup>	
TN-348Y (Yellow):	Approx. 6,000 pages (A4) <sup>1</sup>	
<b>Drum Unit</b>	DR-340CL	Approx. 25,000 pages (A4) <sup>2</sup>
<b>Belt Unit</b>	BU-300CL	Approx. 50,000 pages (A4)
<b>Waste Toner Box</b>	WT-300CL	Approx. 50,000 pages (A4)

<sup>1</sup> Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>2</sup> Drum yield is approximate, and may vary by type of use.



## Note

- Brother does not recommend the use of consumables other than genuine Brother consumables.
- Your machine warranty may not cover any damage arising from the use of non genuine Brother consumables.

# Network (LAN)



## Note

---

For details about the full Network specifications, see *Network User's Guide*.

---

### LAN

You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, PC-Fax Receive (Windows<sup>®</sup> only) and Remote Setup<sup>1</sup>. Also included is Brother BRAdmin Light<sup>2</sup> Network Management software.

### Wired Network Security

APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos

<sup>1</sup> See *Computer requirements* on page 184.

<sup>2</sup> BRAdmin Professional and Web BRAdmin are available as a download from <http://solutions.brother.com/>.

# E

# Index

<b>A</b>		<b>D</b>	
<hr/>		<hr/>	
ADF (automatic document feeder)		Dialling	
using .....	27	a pause .....	49
Answering machine (TAD)		automatic fax redial .....	48
connecting .....	43	manual .....	47
Apple Macintosh		One Touch .....	47
See Software User's Guide.		Speed Dial .....	47
Automatic		using the Search key .....	48
fax receive .....	34	Direct print .....	54
easy receive .....	36	Direct key .....	55
Fax Detect .....	36	specification .....	183
fax redial .....	48	Document	
<b>B</b>		how to load .....	27, 28
<hr/>		Drum unit	
Belt unit		cleaning .....	99, 103
replacing .....	81	replacing .....	74
<b>C</b>		<b>E</b>	
<hr/>		<hr/>	
Cleaning		Envelopes .....	15, 23, 25
corona wires .....	99	Equalization .....	142
drum unit .....	103	Error messages on LCD .....	113
laser scanner windows .....	95	Comm. Error .....	113
scanner .....	94	Init Unable XX .....	115
Connecting		No Paper .....	116
external TAD (answering machine) .....	42	Out of Memory .....	117
external telephone .....	44	Print Unable XX .....	117
Consumable items .....	64, 65, 66	Scan Unable XX .....	118
Control panel overview .....	6	Extension telephone, using .....	45
ControlCenter2 (for Macintosh)		External telephone, connecting .....	44
See Software User's Guide.		<b>F</b>	
ControlCenter4 (for Windows®)		<hr/>	
See Software User's Guide.		Fax codes	
Copy		changing .....	46
keys .....	8	fax receive code .....	45
Cordless telephone (non-Brother) .....	45	telephone answer code .....	45

Fax/Tel mode	
answering at extension telephones	45
easy receive	36
F/T ring time (double-ring)	35
fax receive code	45
receiving faxes	44
ring delay	35
telephone answer code	45
Folio	19, 23

## G

Greyscale	178, 180
-----------	----------

## H

HELP	
LCD messages	152
Menu Table	153
Hook key	6, 44, 45

## L

Labels	13, 23, 26
LCD (liquid crystal display)	6, 152

## M

Machine information	
how to reset the machine	151
reset functions	150
serial number	150
status LED	9
Macintosh	
See Software User's Guide.	
Maintenance, routine	93
replacing	
belt unit	81
drum unit	74
toner cartridge	68
waste toner box	86
Manual	
dialling	47
receive	34
Menu Table	153
Mode, entering	
copy	53
fax	29
scan	7
Multi-line connections (PABX)	43

## N

Network	
faxing	See Software User's Guide.
printing	See Network User's Guide.
scanning	See Software User's Guide.

## O

One Touch	
changing	50
setting up	49
using	47
Out of Memory message	117

## P

Paper	22, 176
how to load	11
in multi-purpose tray	13
in paper tray	11
recommended	23
size	19, 22
tray capacity	23
type	19, 22
PaperPort™ 12SE with OCR	
See Software User's Guide and Help in the PaperPort™ 12SE application to access How-to-Guides.	
PC-Fax	
See Software User's Guide.	
Presto! PageManager	
See Software User's Guide. See also Help in the Presto! PageManager application.	
Print	
difficulties	134, 138
drivers	181
quality	140, 143
resolution	181
specifications	181
Printing	
See Software User's Guide.	
Programming your machine	152

## Q

Quality	
printing	140, 143
Quick dial	49
group dial	
changing	50
One Touch dial	
changing	50
custom scan profile	49
setting up	49
using	47
search	48
Speed Dial	
changing	50
custom scan profile	50
setting up	50
using	47

## R

Redial/Pause key	48, 49
Remote setup	
See Software User's Guide.	
Replacing	
belt unit	81
drum unit	74
toner cartridge	68
waste toner box	86
Reports	
Transmission Verification	31
Resolution	
copy	179
fax (standard, fine, superfine, photo)	178
print	181
scan	180
Resolution key	6
Ring delay, setting	35

## S

Scanner glass	
using	28
Scanning	
See Software User's Guide.	
Secure key	8

Serial number	
how to find	
See inside front cover	
Sockets	
EXT	
external telephone	44
TAD (answering machine)	42
Speed Dial	7
changing	50
setting up	50
using	47
Status LED	9

## T

TAD (telephone answering device), external	34
connecting	42, 43
recording OGM	43
Telephone line	
connections	43
difficulties	134
interference	142
multi-line (PABX)	43
Text, entering	171
Toner cartridge	
replacing	68
Troubleshooting	134
document jam	121, 122
error messages on LCD	113
if you are having difficulty	
copy quality	137
incoming calls	137
network	140
paper handling	139
print quality	140, 143
printing	134, 138
receiving faxes	135
scanning	139
sending faxes	136
software	139
telephone line	142
maintenance messages on LCD	113
paper jam	123, 124, 125, 127, 131

**V**

---

VoIP ..... 142

Volume, setting

- beeper ..... 10
- ring ..... 10
- speaker ..... 10

**W**

---

Waste toner box

- replacing ..... 86

Windows®

- See Software User's Guide.

Wireless Network

- See Quick Setup Guide and Network User's Guide.

### **For Australia Only:**

Warranty & Repair – For details about warranty on your Brother Product, the details are listed on the following link: [www.brother.com.au](http://www.brother.com.au) under Service & Support > Warranty. For warranty service (repair) of your Brother product you will need to retain a copy of your sales docket and contact the Support Centre for location of the nearest Authorised Warranty Centre (AWC)

Support – For technical support for your Brother Product other than what you can resolve through the User's Guide, please visit our website or our solutions website for FAQs/Troubleshooting, Drivers & Software, or contact the Product Support Centre for any technical or customer care/support enquiry.

Product Support Centre: Australia

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000

Fax: 02 9870 7223

Email: Please visit [www.brother.com.au/ServiceSupport/EmailSupport.aspx](http://www.brother.com.au/ServiceSupport/EmailSupport.aspx) and submit a email enquiry.

Web Site: [www.brother.com.au](http://www.brother.com.au)

Solutions Site: <http://solutions.brother.com/>

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm Monday to Friday.

### **For New Zealand Only:**

To contact Brother International (NZ) Limited for support with a Brother product please use the following methods.

Phone:

Premium End User Assistance 0900 552 152

Auto Attendant Self Help 0800 652 152

Brother Recycle Assistance 0800 632 467

Fax Assistance 0800 837 822

Email Assistance Please visit [www.brother.co.nz](http://www.brother.co.nz) and submit a helpdesk enquiry from Online Help

Web Assistance Please visit [www.brother.co.nz](http://www.brother.co.nz) under Online Help for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

Outside of these hours you can find assistance from our Auto Attendant Self Help and our Website [www.brother.co.nz](http://www.brother.co.nz) under Online Help.



**brother**<sup>®</sup>

The machine is approved for use in the country of purchase only, local Brother companies or their dealers will only support machines purchased in their own countries.